



CAN-AM CRYOSERVICES ONLINE PRIVACY PROTECTION POLICY

CAN-AM Cryoservices Corp (CAN-AM) is committed to protecting your confidential information online. Because we collect certain information from visitors to our website, we have prepared the following privacy policy to help you understand the terms governing our collection and use of that information.

GUIDING PRINCIPLES

CAN-AM respects the privacy of individuals who visit our website. We have therefore written our privacy policy based on the following principles: CAN-AM abides by a strict “no spam” policy. Subscribers will not receive any unsolicited e-mail from CAN-AM. CAN-AM collects information online primarily to help its visitors enjoy a more relevant experience. We make every effort to avoid excessive or irrelevant data collection. CAN-AM will make every reasonable physical, electronic or managerial effort to protect all information you provide (e.g. data will be stored in protected database on controlled-access servers).

INFORMATION COLLECTED

Non-personally identifiable information: every time you visit the CAN-AM website, we may collect certain data that cannot be used to identify you and the method you use to access our site. This may include your browser type and version, your Internet service provider, your IP address, and the search engine (if any) you used to find the site. This information helps us identify any issues with our server. CAN-AM also collects certain details about your site visit. This allows us to determine which parts of our site are most heavily visited, so that we can better tailor our site to the needs and interests of our visitors. In addition, such visit data may be used to adapt the information presented to you based on your previous use of the site and your interest in particular topics.

Voluntarily supplied information: any information that you provide voluntarily (name, e-mail address, etc.) is stored securely on our Web server and our internal systems.

Information from other sources: to help us better understand and cater to your interests, in the future CAN-AM may receive information about you from other sources. CAN-AM will ask any supplier of such information to declare and guarantee that the information was collected and stored in compliance with laws pertaining to the protection of personal information. All such information, and all other personal information you have provided to us, will be stored by CAN-AM in compliance with the standards set out in this privacy policy.

ELECTRONIC INFORMATION TRANSMISSION AND RECEIPT

The use of CAN-AM website services requires the electronic transmission and receipt of information between CAN-AM and the user (including, but not limited to, correspondence, documentation and the processing and transmission of payment by Email through the internet), and is not guaranteed to be a secure, confidential or prompt means of communication. As such, transmitted information could be intercepted, lost, destroyed, tampered with, received late, incomplete, or contain viruses. CAN-AM accepts no responsibility or liability for any errors and omissions, loss or damage from use, including damage from viruses, or breach of any confidentiality related to the contents of this information which arise as a result of electronic transmission.

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DISCLOSURE OF PERSONAL INFORMATION

CAN-AM understands the importance of your personal information. We collect data on our site for our own use. We do not sell, lease or market this information to third parties, except in the manner described below, and never share your information without your consent.

Our business partners: CAN-AM may partner with certain companies at different times to provide expanded services to our site visitors. As part of these relationships, CAN-AM may share with these companies the use of certain interactive website functions. Information provided by visitors using such interactive functions is accessible to CAN-AM and its partners.

Representatives: CAN-AM may engage other companies and individuals to perform certain functions on its behalf. These parties only have access to the personal information required for completing this work and are not allowed to use or store the information for any other purpose. Subscribers or visitors to the sites will never receive electronic communications from representatives working for us.

Transfer of business assets: If CAN-AM ever sells or transfers a specific portion of its business assets, consumers' information could form a part of the assets transferred as part of the transaction. If the near totality of CAN-AM's assets is acquired, consumer information may be transferred as part of the transaction.

Compliance with the law/security: CAN-AM may disclose certain personal information based on the good faith understanding that the disclosure is required in order to comply with the law or protect users of our websites, or the sites themselves, or the public.

With permission: Subject to the terms of this privacy policy, you will be informed when any of your personally identifiable information may be disclosed to a third party, and you will have the opportunity to veto such disclosure.

PERSONAL HEALTH INFORMATION PROTECTION POLICY

The collection and disclosure of PHI is regulated under the Provincial Personal Health Information Protection (PHIP) Act of 2004. By using our website, you consent to the collection and use of personal health information which has been disclosed through our website by yourself, on your behalf or upon your Consent. This collection or disclosure may include any of the following: inquiries and requests made by you or by your physician/clinic relating to Client Depositor or Andrology products or services, or to Donor Sperm or Egg products or services; communications regarding service delivery, accounts and payment; disclosure between CAN-AM, your physician/clinic and/or medical laboratories of your health records and medical testing results.

Under the PHIP Act, you have the right to access, review and make corrections to your Personal Health Information and records, where applicable, or to withhold or withdraw your consent for some stated uses and disclosures. These requests must be made to the attention of CAN-AM's Privacy Information Officer *in writing*, by fax or mail at the contact information found on our Contacts page. An administrative fee may apply.

Unresolved complaints may be forwarded to the **Office of Information and Privacy Commissioner/Ontario:**
2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8
Tel: 416-326-3333 | Fax: 416-325-9195 | Toll-Free: 1-800-387-0073 (within Ontario)

POLICIES PERTAINING TO CHILDREN

Children under 13 years of age are welcome to visit CAN-AM site. However, we request that such individuals obtain the consent of a parent or legal guardian.

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COOKIES

CAN-AM may use a technology called “cookies.” Cookies are small files placed on your computer, allowing CAN-AM to customize your site visit. Thanks to cookies, you can avoid having to enter information such as a user name or password multiple times during a visit. Cookies also allow CAN-AM to deliver targeted information based on your navigation history on the company’s websites. The “help” section found on the toolbar of most browsers can instruct you on how to accept or reject individual cookies, have your browser alert you to the installation of new cookies, or turn off cookies entirely. Because the CAN-AM website has been designed to work with cookies, if you do not accept them, certain site features may not work properly.

EXCEPTIONS

CAN-AM may disclose a client’s personal information to the following organizations and persons:

- a) Law enforcement and emergency services, or if legally required by a court order;
- b) A company providing communications or services related to communications directories;
- c) A third party working on developing, improving, marketing or delivering CAN-AM products or services;
- d) A representative hired by CAN-AM for recovery of a client’s overdue accounts;
- f) One or more third parties, upon client consent, when required by law.

Notice of changes

This privacy policy is subject to change at any time in order to reflect the addition of website features and/or changes in the standards governing the handling of personal information online. In order for you to remain informed about the use of your personal information, our privacy policy will always be available on our website. If we make major changes to the way in which we use your personal information, we will inform you by posting a prominently placed notice on our site. Contact us if you have questions about this privacy policy.

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