

# Privacy statement Signals

## General

You have chosen to use our cloud service Signals. Forvis Mazars in Canada takes the security of and our legal responsibilities regarding your personal data very seriously. This privacy statement sets out which personal data we collect from you through our interaction with you, how we process that personal data and provides information about your rights in relation to the processing of your personal data.

## Data controller

The data controller is each of the Canadian member firms of Forvis Mazars<sup>1</sup> with whom you have agreed to an engagement for professional services, each of which is a separate and independent legal entity (for more information about the Canadian member firms, click [here](#)) This privacy statement refers to them as “Forvis Mazars in Canada”, “we”, “our”, “us”. This privacy statement applies to each of them separately.

## Data subjects

We may collect and process personal data from:

- You as our clients (and / or from individuals associated with you)
- individuals whose personal data we obtain in connection with providing professional services to you (e.g. your employees, customers and suppliers, your and your employees' family members, government agency contact persons, your other advisors).

## What personal data do we process?

Depending on the nature of the services we provide, the legal obligations to which we are subject, our legitimate interests or the specific consent you grant us to that end, we may process following categories of personal data:

- basic information, such as your name, age, date of birth, gender, language, your relationship to a person (e.g. your marital status and family information)
- your contact details (e.g. address, phone, email and other contact details)
- your business activities
- employment and education details (e.g. the organisation you work for, your job title and your education details)
- government identifiers (e.g. BSN, passport number, ID-card)
- registration number(s) with the Chamber of Commerce
- payroll, income, tax, and other financial information
- your IP address (from where you log into Signals), browser type and language preference
- username and password for Signals
- personal data provided to us in the course of rendering services and any other personal data relating to you that you provide to us.

## How do we collect personal data?

We may collect or obtain personal data because you give it to us, because other people give that data to

<sup>1</sup> Mazars is an internationally integrated partnership, specialising in audit, accountancy, tax and advisory (for more information about Mazars, click [About us - Forvis Mazars Group](#)).

us (e.g. your employees, customers; your other advisors; government agencies; or third party service providers that we use to help operate our business; ...), or because it is publicly available (e.g. the Trade Registry, the Land Registry,...).

## Use of personal data

Except for situations where we process your personal data based on your (explicit) consent, we may process your personal data for the purposes outlined below, because processing is necessary for (1) compliance with our legal and regulatory obligations, (2) the performance of a contract to which you are a party or to take steps at your request prior to entering into a contract, and/or (3) the purposes of our legitimate interests related to the delivery of our services or the operation of our business.

We use personal data for the following purposes:

- Assessment and acceptance of you as our client, conclusion and execution of agreements with you and the settlement of payment transactions: in order to commence and continue working with our clients, we are legally required to take certain steps. We will have to process personal data about you, your ultimate beneficial owners and your representatives.
- Providing professional services to you: we provide a diverse range of professional services (for information on our services, [click here](#)). We process personal data in order to deliver those services to you, you could be the data subject yourself, the data subject's employer or the data subject's contracting party.
- Development and improvement of products and/or services: we process personal data in order to run our business, including managing our relationship with our clients, meeting our own administrative, accounting and corporate obligations, maintaining and using our IT systems, developing our businesses and services, hosting events, managing our systems and applications.
- Security, quality and risk management: personal data may be processed in the context of protecting our own and our client's

information and within the scope of internal quality and risk analysis.

- Direct marketing: we may process personal data for direct marketing purposes, including to promote and develop our services, to provide you with information that we think will be of interest to you, to send you invitations to our events. In all those cases we will give you the opportunity to opt-out of our direct-marketing activities.
- Compliance with law: as with any provider of professional services, we are subject to legal, regulatory and professional obligations. We need to keep certain records to demonstrate that our services are provided in compliance with those obligations and those records may contain personal data.
- Protecting our rights and those of our clients.

## Who do we disclose personal data to?

We may from time to time transfer or disclose your personal data to other entities of Forvis Mazars or to third parties for any of the purposes listed above, including to governmental and professional agencies and third parties who perform services on our behalf, such as web hosting providers, IT-providers, payment providers, customer relationship management providers,...

When we disclose your personal data to third parties who perform services on our behalf, we ensure that such service providers use your data only in accordance with our instructions, and we do not authorise them to use or disclose personal data except as necessary to perform services on our behalf or to comply with applicable legal obligations. We may also disclose your personal data to third parties where it is required to do so by law, a regulator or for the purposes of, or in connection with, any legal proceedings, or otherwise for the purpose of establishing, exercising or defending our legal rights.

We may share personal data with other Forvis Mazars member firms where necessary for administrative purposes and to provide professional

services to our clients (e.g. when providing services involving Forvis Mazars member firms in different countries). Within Signals, your personal data is not transferred outside of the European Economic Area (EEA).

## Data subject rights

Where we act as a Data Controller for your personal data, you may exercise a number of rights over your data including:

- Accessing the personal data we hold about you
- Asking us to correct any of your personal data we hold which are inaccurate;
- Request to have your personal data deleted
- Withdraw consent to our processing of your personal data (provided that we process your personal data based on consent)
- Put in place restrictions on our processing of your personal data;
- Objecting to our processing of your personal data
- Asking us to transfer your data to another controller (data portability).

We will handle all exercise of your data subject rights in accordance with the requirements of the applicable privacy regulation. It could be possible that we are not able to comply with your request. for example, because the processing of certain personal data is required to comply with our legal obligations and / or professional requirements or for other reasons (e.g. in the interest of legal proceedings). Should we be unable to comply with a particular request, we will clarify our reasons in this respect.

In order to prevent any unauthorized disclosure of your personal data, we must verify your identity. In case of doubt or ambiguity, we will first ask you for additional information (e.g. an identification document).

## Duration of processing

We will hold your personal data on our systems for the longest of the following periods: (i) as long as is necessary for the purpose of which it was collected; (ii) any retention period that is required by law; or (iii) the end of the liability period in which litigation or investigations might arise in respect of our services. After the applicable retention period(s) have expired, personal data will be deleted or anonymized.

## Data security

We ensure appropriate technological and organisational measures are in place to protect your personal data from misuse or accidental, unlawful, or unauthorized destruction, loss, modification, disclosure, acquisition, access or similar risks, such as the use of anti-virus, firewalls, secure servers, hard disk encryption software, password protection, physical access controls, two-factor authentication, intrusion and anomaly detection,...

Our personnel who have access to your personal data have been trained to maintain the confidentiality of such data. They will only be granted access to your personal data to the extent that they need this information to perform their duties properly. The persons who can consult your data are also bound by strict professional discretion.

With respect to data security, we apply at least the same degree of care as we apply to our own data.

Regular monitoring and testing of our security defences is carried out to ensure they continue to be effective against the latest threats.

## Cookies

Using Signals results in cookies being sent to your computer. Cookies are small text files that are placed on your computer by the websites that you visit. For further details, please consult our [Cookie Policy](#).

## Changes to this privacy statement

This privacy statement is applicable as from 11 November 2020. We may amend it from time to time. Any changes will be published on this page and we recommend you check here regularly to ensure you remain in agreement with our data processing activities.

## Questions and complaints

If you have any questions about our services to you, please contact your contact person at Forvis Mazars in Canada. Should you have any questions or complaints in relation to this privacy statement or the way we collect and process your personal data, please contact us at [privacy@mazars.nl](mailto:privacy@mazars.nl).

## Contacts

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