

## **Privacy Statement**

We take the issue of privacy very seriously. We want to assure users of the EnSIS® website of the security, privacy and confidentiality that they expect from a premier financial services institution. As technology evolves, we will continue to look for better ways to gather and use information in order to offer products and services that best meet your needs and to protect and safeguard information about you and your accounts. You may wish to review our Privacy Statement periodically for updates.

### **Information Collected**

#### **General**

EnSIS® is a service provided to The Bank of New York Mellon Corporation (which includes QSR Management Limited (“QSR”)) clients and third party representatives of those clients. In order to use EnSIS®, a client and/or its authorised third party representative will need to have a written agreement in place. Upon the execution of such agreement, the client and/or its authorised third party representative will be issued with an authorised user ID and password to enable access to EnSIS®.

#### **Email and Product Enquiry**

Through use of a "Contact Us" e-mail link and provided telephone number support line, we invite users of EnSIS® to contact The Bank of New York Mellon client service centre so that service representatives may respond to enquiries regarding EnSIS®. The Bank of New York Mellon client service centre retains copies of these e-mail messages for a period no less than 30 days. The information provided by a user will only be used to respond to the user's inquiry and to provide better customer service.

#### **Use of Information Collected**

The Bank of New York Mellon and QSR staff use the information collected from users of the EnSIS® website to address the specific needs of those users and to provide better client service. The information collected is also used to provide a record of communications between The Bank of New York Mellon and QSR and its users and to comply with any applicable legal and/or regulatory requirements.

#### **Use of Cookies**

A cookie is a small piece of information about an internet session that may be created when a user accesses a website. Presently, the EnSIS® website uses cookies to facilitate easier navigation within the website and provide a higher level of convenience for the user. The cookies used by EnSIS®:

- are written to the user's hard drive
- contain the user's user ID
- do not contain any personal information regarding the user
- do not retrieve any information from the user's personal computer
- track only pages visited by the user within the EnSIS® website

#### **Access to Information Collected**

##### **Employees**

Certain The Bank of New York Mellon and QSR employees will be provided with a user's information in order to respond to that user's needs. Our employees are instructed to use strict standards of care in handling all customer information, and the handling of such information is dealt with in our Confidentiality Policy (ASR-12). Such employees who do not conform to this confidentiality policy are subject to disciplinary sanctions that may include dismissal.

##### **QSR and The Bank of New York Mellon Corporation Affiliates/ Service Providers**

Our affiliates, along with non-related service providers that assist us in meeting the needs of our users, may receive personal information collected from a website user. Such information will be disclosed only to respond to the user's needs.

### **Third Parties**

We do not transmit any information collected through the EnSIS® website to any third party marketers. We offer the opportunity to EnSIS® users to link to the web pages of third parties who provide products and services not offered by us. On occasion, laws and regulations may require us to provide information about you and your transactions to government agencies or regulators. In addition, domestic, federal and state laws give third parties involved in lawsuits or other legal proceedings the right to obtain records and information from us. We share only the information that we are required or authorised to share.

### **Security**

EnSIS® requires a user ID and password for the protection of the user. EnSIS® utilises security and encryption technology that is consistent with industry accepted best practices. Emails sent to us over the internet from a source other than the EnSIS® website may not be secure and since the security is out of our control, we cannot be responsible for their security.

### **Questions and Concerns**

If you have any concerns or questions about privacy and confidentiality, please contact your assigned relationship manager.