

What if I have questions or concerns?

If you have questions or concerns about your privacy, you can call us at 1•866•574•7450.

Our representatives will assist you in resolving the situation.

If you still have unresolved concerns with respect to the treatment of your personal information by Cargill Limited, you may address these concerns, in writing, to the Cargill Limited Privacy Officer, who has overall responsibility for the companies' compliance with this policy and applicable privacy restrictions. You should write to:

Cargill Limited
P.O. Box 5900
300 - 240 Graham Avenue
Winnipeg, Manitoba
R3C 4C5
Attention: Privacy Officer
or email
Privacy_Officer@cargill.com

Who else can I talk to ?

If Cargill Limited does not resolve your issue, you may file a complaint with the Privacy Commissioner of Canada by calling 1•800•282•1376 or writing to:

The Privacy Commissioner
of Canada
112 Kent Street
Ottawa ON K1A 1H3
privcan@fox.nstn.ca

What if I do not want personal information used to inform me about products or services?

You may decide that you prefer us not to use your personal information to promote products and services.

If this is the case, you may advise us by calling us at 1•866•574•7450

Cargill Limited's Code of Fair Information Practices

Summary of Principles

- **Accountability:** Cargill Limited is responsible for personal customer information under its control and shall designate one or more persons who are accountable for compliance with the following principles.
- **Identifying Purposes for Collection of Personal Information:** Cargill Limited shall identify the purposes for which personal information is collected at or before the time the information is collected.
- **Obtaining Consent for Collection, Use or Disclosure of Personal Information:** The knowledge and consent of a customer are required for the collection, use, or disclosure of personal information, except where Cargill Limited is required by law to provide such information.
- **Limiting Collection of Personal Information:** Cargill Limited will limit the collection of personal information to that which is necessary for the purposes identified. Cargill Limited shall collect personal information by fair and lawful means.
- **Limiting Use, Disclosure and Retention of Personal Information:** Cargill Limited shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Cargill Limited recognizes that personal information should only be kept as long as necessary for the fulfillment of those purposes.
- **Accuracy of Personal Information:** Personal information will be as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.
- **Security Safeguards:** Cargill Limited will protect personal information by security safeguards appropriate to the sensitivity of the information.
- **Openness Concerning Policies and Practices:** Cargill Limited shall make readily available to customers specific information about its policies and practices relating to the management of personal information.
- **Access to Personal Information:** Cargill Limited will inform a customer of the existence, use and disclosure of his or her personal information upon request and shall give the individual access to that information. A customer will be able to challenge the accuracy and completeness of the information and to have it amended as appropriate.
- **Challenging Compliance:** A customer will be able to address a challenge concerning compliance with the above principles to the designated person or persons accountable for Cargill Limited's compliance with the Code.

Cargill Limited's Commitment To Your Privacy



The federal government and several provinces have implemented legislation concerning the safeguarding and proper use of customer information. We would like to take this opportunity to share our policies and practices with customers and assure you of our continued commitment to protect your privacy.

When you do business with Cargill Limited, or with anyone acting as an agent on its behalf, the Cargill Limited Privacy Policy and Cargill Limited's code of Fair Information Practices protect your privacy.



The Cargill Limited Privacy Policy

Cargill Limited has a long-standing commitment to protecting the privacy of its customers. Fundamental principles of this commitment are:

- To ask for the minimum amount of information to serve Cargill Limited's customers.
- To conform to the federal government's Personal Information Protection and Electronic Documents Act in everything Cargill Limited does.
- To ensure personal information about its customers is not released, except with their consent or where Cargill Limited is required to do so by law.

To ensure that Cargill Limited's commitment to customer privacy is upheld, Cargill Limited has developed a formal privacy code setting out customer rights and Cargill Limited obligations regarding the treatment of customer personal information.

The Cargill Limited's Code of Fair Information Practices

The ***Cargill Limited's Code of Fair Information Practices*** complies with the requirements of the *Personal Information Protection and Electronic Documents Act* as well as the *Canadian Standards Association Model Code for the Protection of Personal Information*. A summary of the principles underlying the Code of Fair Practices is included at the end of this privacy policy.

Cargill Limited employees are required to comply with the ***Cargill Limited Privacy Policy*** and the *Cargill Limited's Code of Fair Information Practices* that require the safeguarding and proper use of personal customer information. Cargill Limited also places strict controls on the protection and use of personal information within its systems and web sites and ensures that its employees are trained to respect customer privacy at all times.

The Cargill Limited Privacy Policy

The *Cargill Limited Privacy Policy*, as described through the following questions and answers, is an informal summary of Cargill Limited's approach to privacy.

What is Cargill Limited's commitment to my privacy?

Cargill Limited will take all of the necessary precautions to ensure the safeguarding of your information, whether it is stored electronically or in paper format. In all cases, information is retained in secure facilities, protected from unauthorized access and kept only as long as is reasonably required.

Why does Cargill Limited collect information about me?

Collecting information helps us serve you better. Cargill Limited collects personal information only for the following purposes:

- to establish and maintain responsible commercial relations with customers and to provide ongoing service and offers;
- to understand customer needs;
- to recommend particular products and services to meet customer needs;
- to develop, enhance, market or provide products and services;
- to manage and develop Cargill Limited's business and operations; and
- To meet legal and regulatory requirements.

Your personal information ***will not be used for any other purpose*** unless Cargill Limited obtains your consent.

What type of information is personal?

Personal information is information about **an identifiable individual**. This includes information about your product and service purchases and usage. According to the official website of the Privacy Commissioner of Canada, publicly available information, such as a public directory listing of your name, address, telephone number, electronic address, is not considered to be personal information.



Does Cargill Limited share information about me with other parties?

Our general policy is not to provide personal information to any party, however there are certain limited circumstances, outlined below, where it is necessary to do so. When we do provide personal information to third parties, we provide only that information that is required in the circumstances. Information provided to third parties is used only for the purpose stipulated and is subject to strict terms of confidentiality. Employees of the companies to whom we may provide information must adhere to our privacy standards.

Third parties include:

- *An agent acting on behalf of Cargill Limited*, such as a company hired to perform services on our behalf;
- *A collection agency*, for the express purpose of the collection of past due bills;
- *Law enforcement agencies*, in emergencies, for internal security matters, or where required by court order or search warrant; and
- *Emergency services*, in emergency situations.