

Notice of Collection of Private Information

Update: July 2024

The privacy of our clients and employees is extremely important to us. The purpose of this policy is to inform you of what personal information we collect, how we use it, what may be disclosed to third parties, how your personal information is safeguarded, how long it's kept, and how you can request access to your personal information or obtain more information about our privacy policies.

Personal Information Collected

We collect pertinent personal information whenever you engage in one or more of the following with Group NB directly or indirectly through our clients and representatives. Personal information may be collected verbally or non-verbally. This information is essential to provide a safe and efficient work environment.

Personal information may include one, some, or all of the following information about you:

- Name, address, telephone number, email address and personal emergency contact information;
- Occupation (current and past), work history and pay history, credentials to support training and/or education, language preference;
- Date of birth;
- Social insurance number (SIN), work permit number (required by law at time of hire) and banking information for direct deposit;
- Driver's license number or other government photo identification.

Safeguarding Personal Information

Access to your personal information is restricted to those who need access to perform their work. This includes, but not limited to, recruiters, admin, and/or management personnel. Your personal information may be used for one or more of the following reasons:

- Provide employment services including references and employment confirmation;
- Obtain personal benefits;
- Provide referral to clients;
- Process payment by cheque or direct deposit;
- Provide updates and follow-up to obtain your feedback on our level of service.

Disclosing or Sharing Personal Information

We do not sell your personal information to any outside source. We may disclose your personal information when we are required or permitted to do so by law to Canada Customs, Workers Compensation Board, Courts, and other government agencies. We may also be required to share some or all of your personal information with third party service providers including the following: prospective and existing clients, financial institutions (re: direct deposit), insurance companies (re: benefits), staffing services representatives (re: quality assessment and risk management), claims and HR management company (DFM Corporation).

Retention and Disposition of Personal Information

We retain your personal information for the time we believe you are referable for employment, or up to 7 years. When there are legal requirements related to the retention period of personal information, we will comply with

those requirements. Personal information is stored in our secure software and safeguarded against unauthorized access to avoid misuse and fraudulent use.

Personal information will be deleted after the appropriate retention period using approved methods, including electronic file deletion and paper shredding.

Your Rights to Limit Use of Personal Information

The personal information we collect is necessary to provide you with services related to your qualifications, placement, and assigned employment. Personal information is also used to build and maintain our relationship with you.

If you wish to limit collection, use, or disclosure of your personal information, please contact us to discuss how we may honor your request and continue to provide acceptable level of service.

Upon reception of any request or complaint, we are required to provide a list of all your personal information collected and the employees that had access to the information.

Contact us

If you have questions, concerns, or requests regarding the collection and use of your personal information, please contact us at the following address:

- Raphael Perreault-Touzin, Vice President of Finance & Administration
- Finance@groupnb.ca

By using our platform, you accept the collection and use of your personal information in accordance with this policy.

We reserve the right to update this policy from time to time to reflect changes in our data collection and usage practices. Any updates will be posted on this page with an updated revision date.