

Our Commitment to You

Privacy Statement



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Introduction

HSBC Finance Mortgages Inc. (Ontario Mortgage Brokerage # 10155) is a subsidiary of the HSBC Bank Canada.

At HSBC Finance Mortgages Inc. (Ontario Mortgage Brokerage #10155) (“HSBC Finance Mortgages Inc.”) we respect your privacy and are committed to protecting your personal information, even once our formal relationship ends.

In order to provide our customers products and services, HSBC Finance Mortgages Inc. (Ontario Mortgage Brokerage # 10155) collects demographic information (like your name and address) and credit information (like information related to your accounts with us). HSBC Finance Mortgages Inc. collects personal information of its borrowers to maintain, administer or collect customer accounts. This information comes either directly from you, for instance, from transactions on your account; or, it may come from an outside source such as your credit bureau report.

We Respect Your Privacy

Since some of the information we gather is not publicly available, we take great care to ensure that this information is kept safe from unauthorized access and we do not share the information in violation of any regulation or law. Because HSBC respects your privacy and values your trust, the only employees or companies who access your private personal information are those who use it to service your account or provide services to you or to us. HSBC diligently maintains physical, electronic and procedural safeguards that comply with applicable standards to guard your private personal information and to assist us in preventing unauthorized access to that information.

How We Share Information with Companies Affiliated With Us

From time to time, for general business purposes such as fraud control or when we think it may benefit you, we do share certain information with our affiliated companies. These affiliated companies all provide financial services, such as banking and consumer finance, insurance, mortgage services, and brokerage services. Some examples include companies doing business under the names of Household or HSBC. We may also share certain information with nonfinancial service providers that become affiliated with us in the future (such as travel, auto or shopping clubs). The information we share might come from your application, for instance your name, address, telephone number, social insurance number, e-mail address, assets, and income. Also, the information we share could include your transactions with us or our affiliated companies (such as your account balance, payment history, and parties to the transaction), your Internet usage relating to our web sites or credit reports or your private label credit card usage.

Sharing Information With Other Third Parties

We also may share information with non-affiliated companies that perform operational services related to your account. The sharing of information with these types of companies is permitted by law. Such a company might include a financial company (such as an insurance provider) or a non-financial company (such as a data processor) with whom we have a service agreement. The information we may share also comes from the sources described above and might include your name, address, phone number, and account experience with us. Finally, we may obtain from and provide information about you to non-affiliated companies such as credit reporting agencies, financial service industry databases (which may share information with others), other credit grantors and financial institutions, insurers, government registries and companies that provide services related to your account. If we plan to enter into a business transaction or enter into a business transaction involving the purchase, sale, lease, merger or amalgamation of all or part of our business, we may collect, use or disclose personal information to facilitate the negotiation or completion of the transaction. In this case, we will only disclose personal information that relates directly to the part of organization or business assets that is covered by the transaction. In addition, we will impose appropriate conditions on the use of the personal information by the party to whom the information is being transferred.

Use of Agents/Service Providers

We may use the services of any financial institution or other reliable third party as our agent or service provider in connection with the provision of data processing or other services related to your account. Such an agent or service provider might include a financial company (such as a bank or insurance provider) or a non-financial company (such as a data processor). In particular, we may use other HSBC Group companies and/or third parties in Canada and in other countries to process personal information. As a result, your personal information may be accessed under applicable laws of Canada and such other countries to which the information has been transferred. If you would like further information about the policies and practices of HSBC Finance Mortgages Inc. (Ontario Mortgage Brokerage # 10155) with respect to the use of service providers outside Canada or have any questions regarding collection, use or disclosure of your information by such service providers, please contact the HSBC Finance Mortgages Inc. (Ontario Mortgage Brokerage # 10155) Privacy Officer at the address and phone number in the Privacy Inquiries and Complaints section below.

How To Opt-Out of Marketing

If you do not want us to share your information with third parties for marketing purposes, please advise us in writing at:

HSBC Finance Mortgages Inc.,
2100 McGill College Avenue, Suite 600,
Montreal, QC H3A 1G1
Attention: Customer Service Manager

If you have previously informed us of your preference, you do not need to do so again. We will be happy to comply with your opt-out request, which will only apply to the HSBC Finance Mortgages Inc. account you have designated on the form by account number. An opt-out request by any party on a joint account will apply to all parties on the joint account. Opt-out requests will not apply to information sharing that is permitted by law. Please allow sufficient time for us to process your request.

National Do Not Call List

The Canadian Radio-television and Telecommunications Commission (CRTC) has set out rules for the creation and operation of a National Do Not Call List (National DNCL) for Canadians who wish to avoid unsolicited calls effective September 30, 2008. As a result, telemarketers are not permitted to call numbers registered on the National DNCL unless the calls are exempt or they have obtained the express consent of the called party. One of the exemptions is to allow organizations that have an existing business relationship with a consumer to continue to contact their customers by telephone even if they have registered on the National DNCL. In addition, organizations are permitted to contact customers who have registered on the National DNCL for telemarketing purposes where the organization has obtained express consent. If you no longer wish to receive telephone calls from members of the HSBC Group for telemarketing purposes, please let us know. You can let us know as follows:

- 1) Advise us in writing at: HSBC Finance Mortgages Inc.,
2100 McGill College Avenue, Suite 600,
Montreal, QC H3A 1G1
Attention: Customer Service Manager,

Or

- 2) Advise us via phone by calling Customer Service at 1-888-318-0271

To register your telephone number on the National DNCL, or for more information, please visit www.dncl.gc.ca.

We Destroy Information After It Is No Longer Needed

Customer information that is no longer needed to manage our financial services business is destroyed. We are required for certain legal, tax and accounting reasons to keep customer information for a period of time following the closing of an account with us. For a period of 6 years following the closing of an account, we and our affiliated companies may continue to inform you of products and services that we feel might be of value to you.

We Ask Others to Maintain Confidentiality

If customer information is provided to a third party with whom we have a business relationship, we will seek to require that third party adhere to adequate privacy policies to maintain the confidentiality of customer information and to ensure the reliability and accuracy of the information.

Privacy Inquiries and Complaints

To review your personal information held by HSBC, please make your request in writing to:

HSBC Finance Mortgages Inc.
2100 McGill College Avenue, Suite 600
Montreal, QC H3A 1G1
Attention: Customer Service Manager

Any inquiries or complaints concerning our privacy policy, or challenges concerning compliance with our privacy policies can be made to:

Step 1

Start with the HSBC Finance Customer Service Team

At HSBC, we are committed to providing you with the best customer experience we can. We encourage you to let us know, as soon as possible, whenever our service does not meet your expectations so we may promptly address your concerns.

Receipt of your concern will be acknowledged by telephone or in writing. We will provide you with the contact information of an HSBC representative from whom you can obtain updates on the status of its handling. Following a detailed investigation, we will provide you with a response to your concern in the agreed upon timeframe, containing details of our investigation, our decision and an explanation of how it was reached.

Please feel free to reach out to us by telephone or email if we have failed to provide you with the level of service you expect to receive.

Toll-free line: 1-888-318-0271
Email: contact.hsbc.financial@hsbc.ca

Step 2

Other avenues for resolution at HSBC

The majority of our customers' concerns are resolved by one of our HSBC Finance customer service representatives. However, if you find that yours has not been resolved to your complete satisfaction despite their best efforts, they will escalate matters on your behalf to the HSBC Customer Relations Office.

To ensure your concerns are fully addressed in a prompt and efficient manner, the HSBC representative will provide the Customer Relations Office with the following:

- Pertinent facts related to your complaint
- Name and location of the HSBC representative with whom you initiated this matter
- Names of any other individuals involved

If you wish to contact Customer Relations directly, they may be reached at:

HSBC Customer Relations Office

2910 Virtual Way
Vancouver, BC V5M 0B2

Toll-free: 1-888-989-HSBC(4722)
Email: customer_relations@hsbc.ca

The HSBC Customer Relations Office will acknowledge receipt of your concern by mail, telephone or mail, according to your preference. They will also provide you with contact information to enable you to obtain details on the status of its handling. Following a detailed investigation, they will provide you with a written response in the agreed upon timeframe, containing details of their investigation, their decision and an explanation on how this decision was reached.

The HSBC Customer Relations Office also handles customer concerns directed to the HSBC Finance Office of the President and Chief Executive Officer.

Step 3

Contact HSBC Privacy Officer

If you are not completely satisfied with the resolution reached by the HSBC Customer Relations Office, you may escalate your complaint to the HSBC Office of the Privacy Officer.

The HSBC Office of the Privacy Officer will only address your concern once it has been fully investigated by the Customer Relations Office.

The HSBC Office of the Privacy Officer will acknowledge your complaint and following a detailed investigation, provide you with a written response.

¹“HSBC Group” means all entities in which HSBC Holdings plc holds, directly or indirectly, a controlling interest.

² Members of the HSBC Group with whom we may share your personal information include, but are not limited to HSBC Bank Canada and its subsidiaries: HSBC Global Asset Management (Canada) Limited, HSBC Investment Funds (Canada) Inc., HSBC Securities (Canada) Inc. (including HSBC InvestDirect), HSBC Trust Company (Canada), HSBC Mortgage Corporation (Canada), HSBC Loan Corporation (Canada) and HSBC Insurance Agency (Canada) Inc. HSBC Securities (Canada) Inc. is a member of the Canadian Investor Protection Fund. HSBC InvestDirect is a division of HSBC Securities (Canada) Inc.