

## Privacy Statement

We know that you care how information about you is used and shared. At **Umicore Precious Metals**, an important part of our commitment to provide you with superior service is our respect for your privacy. As part of this commitment, Umicore has adopted the following principles, based on the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's Personal Information Protection and Electronic Documents Act.

### **Accountability**

Umicore Precious Metals is responsible for maintaining and protecting the personal information under its control and shall designate one or more individuals to be accountable for the company's compliance with these principles.

### **Identifying purposes**

The purposes for which personal information is collected shall be identified before or at the time the personal information is collected.

### **Consent**

Individual's consent will be obtained for the collection, use or disclosure of personal information, except where the law provides an exemption.

### **Limiting collection**

The personal information we collect shall be limited only to that which is necessary for the purposes identified.

### **Limiting use**

Disclosure and retention Personal information shall only be used or disclosed for the purposes for which it was collected, unless an individual has otherwise consented or when it is required or permitted by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

### **Accuracy**

We shall keep personal information as accurate, complete and up-to-date as may be necessary to fulfill the purposes for which it is to be used.

### **Safeguards**

We shall protect personal information using security safeguards that are appropriate to the sensitivity level of the personal information received.

### **Openness**

Umicore Precious Metals will provide information to individuals about our policies and procedures relating to the management of personal information that is under our control.

### **Individual's access**

On written request to our Privacy Officer, an individual will be informed of the existence, use and disclosure of their personal information that is under our control, and may be given access to that personal information as required and permitted by law. Individuals are entitled to challenge the accuracy and completeness of that personal information and request that it be amended, if appropriate.

### **Handling enquiries or complaints**

Any questions or enquiries concerning compliance with our privacy policies and procedures may be addressed to our Privacy Officer.