

Our privacy commitment to
team members



Confidential

At TELUS, we have a long-standing policy of protecting the privacy of our team members in all of our business operations.¹

The TELUS Privacy Code sets out the principles that govern the collection, use and disclosure of personal information about our team members² and most of our customers. Our Privacy Code is updated, as required, to comply with applicable federal and provincial privacy legislation. You can find the Code at our Privacy web site at: <https://www.telus.com/en/about/privacy/code>

This brochure provides a brief summary of our privacy practices as they relate to you as a team member.³ It is important that you understand the purposes for which we collect, use and disclose personal information and our approach to team member consent.

Why do we collect personal information, and how do we use it?

The TELUS Privacy Code identifies five purposes for which we collect personal information, including two which apply to team members. We collect and use team member personal information for the purposes of:

1. Managing and developing our business and operations, including team member and employment matters, specifically:

- To manage, develop and retain a highly skilled, professional and productive workforce that supports our business success.

For example: we collect personal information about team members to make staffing and team member development decisions, to measure and reward performance, and to assess our ability to meet our business objectives. In some areas, such as customer contact centres, we use monitoring and recording of communications with customers (both voice and electronic), as well as measurement of the handling of such communications, to assist with team member development and to ensure that we meet our customer satisfaction objectives.

- To administer compensation, benefits, pension, incentive, recognition and departure programs.

For example, we collect and record personal information to administer automatic payroll deposits, manage our benefits programs and report pay and compensation information as required by the government.

- To support the personal health and well-being of team members.

For example, TELUS collects personal information when providing various health services to team members, such as medical assessments, and return to work assistance. All health-related information collected by TELUS in the course of providing these services is treated as highly confidential.

- To provide a safe and respectful workplace as required by law and TELUS policies.

For example, we keep records of safety incidents, hazardous occurrences, accidents and injury reports in order to provide a safe work environment and comply with the law. We collect personal information about team members in order to provide an annual employment equity report to the Government of Canada.

- To protect and manage corporate assets and to protect our team members and customers.

For example, we use automated tools to log team member use of our networks (e.g. voice, email, messaging, intranet and Internet) and related equipment and devices and to monitor traffic (including content) on our networks in order to detect security threats and other problems.⁴ We use video surveillance cameras at some of our locations to enhance security.

2. Meeting legal and regulatory requirements

- We collect and use team member personal information in order to meet legal and regulatory requirements.

For example, we may collect information in response to a court order or to satisfy government reporting requirements.

When do we disclose personal information?

There are a variety of circumstances in which we disclose some personal information about team members. For example:

- *We may share team member information collected in one TELUS business unit with other TELUS business units for the purposes identified above.*
- *We disclose team member information to financial institutions, insurance providers, government departments and agencies such as the Canada Revenue Agency, outplacement services, or the team*

member's union (if applicable) when administering compensation, benefits, pension, incentive, and departure programs.

- When administering personal health and well-being programs, we disclose personal information to Workers' Compensation Boards or health professionals.*
- For staffing and retention purposes, personal information may be provided to consulting, recruiting, or executive search firms. In some circumstances, team member qualifications may be disclosed to specific business customers when TELUS is bidding on work.*
- We may disclose personal information to a company or individual contracted by TELUS to perform functions on its behalf, such as compensation research and analysis.*
- From time to time, TELUS may sell parts of its business, sell or securitize assets, or merge or amalgamate parts of its business with other entities. TELUS may disclose information about team members and their employment contracts in the normal course of such transactions as part of due diligence and/or on completion of the transaction.*
- When required by law or contractual obligations, we may disclose team member personal information to government institutions, the team member's union, creditors, a Privacy Commissioner or the Canadian Human Rights Commission.*

How do we protect personal information?

In order to protect your personal information and your right to privacy, TELUS:

- will not collect, use or disclose your personal information for any purpose other than those identified above, except with your consent or as required or authorized by law;
- will protect your personal information with appropriate security safeguards;
- will protect the confidentiality of your personal information when dealing with other companies;
- will strive to keep your personal information as accurate and up-to-date as is necessary for the purposes identified above; and,
- will respond to any request you may make for access to your personal information. In certain situations, TELUS may not be able to provide access to all the personal information that it holds about a team

member. If access cannot be provided, TELUS will provide the reason for denying access.

Personal information collected by TELUS may be stored and processed in Canada or another country. In either case, the information is protected with appropriate security safeguards, but may be available to government agencies under applicable law.

Team member consent

According to federal privacy legislation and to some provincial privacy legislation (where applicable), TELUS is permitted to collect, use or disclose an individual's personal information without the consent of the individual if the collection, use or disclosure is necessary to establish, manage or terminate an employment relationship between a TELUS company and the individual. TELUS views the purposes identified in this brochure as both reasonable and necessary for the establishment, management and termination of employment relationships, and therefore TELUS will collect, use and disclose personal information for these purposes.

Also, TELUS views the acceptance of employment and benefits by a team member as consent for TELUS to collect, use and disclose personal information about the team member for the purposes identified in this brochure. However, team members may choose to withhold some personal information by not participating in optional programs such as the TELUS Employee Share Plan.

How do I find out more information?

If you have any questions or concerns about TELUS privacy practices, you can follow the steps below to obtain more information.

1. Review the TELUS Privacy Code and additional information about our policies and practices, which you can find at [go/privacy](#) through Habitat.
2. If you still have questions,
 - Talk to your immediate manager
 - Send an e-mail to teammember.privacy@telus.com
3. If additional guidance is required, talk with your local Human Resources Business Partner. 4. If you are not satisfied, you may contact the TELUS Chief Privacy Officer at: privacy.review@telus.com.

5. You may seek advice from the Office of the Privacy Commissioner of Canada at 1-800-282-1376 or the provincial Privacy Commissioner having jurisdiction⁵, and, if appropriate, file a complaint with the Commissioner's office. However, you are encouraged to follow steps 1 to 4 above first.

Respecting our team members' privacy is a long-standing practice at TELUS. The TELUS Privacy Code and the privacy practices summarized in this brochure are designed to ensure that your personal information will continue to be protected.

1 The words "we" or "TELUS" refer to TELUS Corporation and its subsidiary companies, as they may exist from time to time. These include, without limitation, the subsidiaries which carry on business under the following names: TELUS, TELUS Communications Inc., TELUS Mobility, TELUS Québec, TELUS Health, TELUS Sourcing Solutions Inc., TELUS Health and Payment Solutions, TELUS International (Cda) Inc. and TELUS Retail Ltd. The words "we" and "TELUS" do not include independent dealers and distributors of TELUS products and services.

2 The TELUS Privacy Code does not limit the collection, use or disclosure by TELUS of: (a) a team member's name, title, business address (including e-mail address) or business telephone or fax number; or (b) other information about the team member that is publicly available and is specified by applicable legislation.

3 The TELUS Privacy Code and the privacy practices described in this brochure are subject to the provisions of all applicable legislation and regulations.

4 Refer to TELUS' Security Policies and Ethics Policy for further information.

5 Some subsidiaries of TELUS Corporation, including but not limited to those that carry on business under the names TELUS Retail Ltd., TELUS Health and TELUS Health and Payment Solutions, are subject to provincial privacy legislation (where applicable) in respect of the personal information of their team members.