

UFA EXTERNAL PRIVACY COMMITMENT

At United Farmers of Alberta Co-operative Limited and our subsidiaries (collectively "UFA"), we are committed to maintaining the accuracy, confidentiality and security of your personal information. UFA has adopted a Privacy Policy, supported by a series of Privacy Commitments in order to address the specific privacy concerns of certain groupings of individuals.

This Privacy Commitment applies to the personal information of all individuals, unless the personal information is related to an individual who seeks to be, is or was employed by UFA. Such information is dealt with in the UFA *Employee Privacy Commitment*". In addition, UFA has developed the *UFA Website Privacy Commitment* to describe our privacy policies and practices and how we collect, use and disclose the personal information of those individuals who visit our websites, <https://www.ufa.com/privacy-policy>.

If you are unsure of which Privacy Commitment applies to you, please contact our Privacy Officer for more information.

Privacy Commitment Effective for Canada

It is UFA's policy to comply with the privacy legislation within each jurisdiction in which we operate. Sometimes the privacy legislation and / or an individual's right to privacy are different from one jurisdiction to another. This Privacy Commitment covers only those activities that are subject to the provisions of Canada's federal and provincial privacy laws, as applicable.

This Privacy Commitment has a limited scope and application. Consequently, the rights and obligations contained in this Privacy Commitment may not be available to all individuals or in all jurisdictions. If you are unsure if or how this Privacy Commitment applies to you, please contact our Privacy Officer for more information.

What is Personal Information?

For the purposes of this Privacy Commitment, personal information is any information about an identifiable individual, other than the person's business title or business contact information when used or disclosed for the purpose of business communications.

This Privacy Commitment and the privacy legislation refer only to an individual's personal information and do not apply to information regarding business customers. However, such information is protected by other UFA policies and practices and through contractual arrangements.

What Personal Information do we Collect?

We collect and maintain different types of personal information in respect of the individuals with whom we interact. This includes:

- contact and identification information, such as your name, address, telephone number and e-mail address;
- product and service related information concerning the products and services that we provide to, or receive from, you; and
- financial information related to your transactions, membership and history with us;
- if you are a member of UFA, your membership information, such as your membership number, status, date of birth and social insurance number;
- business relationship information, including information related to your agreements, preferences, advisors and decision-makers, feed-back and information requested by or provided to you.

We may also collect market-related information, which may include personal information, concerning market trends and activities impacting our business. This information may include contract terms, financial information and other information for the purpose of market analysis and strategic planning. We may also collect information related to our media, member and public relations activities and information related to our interactions with financial and other analysts and advisors.

As a general rule, UFA collects personal information directly from you. In most circumstances where the personal information that we collect about you is held by a third party, we will obtain your permission before we seek out this information from such sources (such permission may be given directly by you, or implied from your actions).

From time to time, we may utilize the services of third parties in our business and may also receive personal information collected by those third parties in the course of the performance of their services for us or otherwise. Where this is the case, we will take reasonable steps to ensure that such third parties have represented to us that they have the right to disclose your personal information to us.

Where permitted or required by applicable law or regulatory requirements, we may collect information about you without your knowledge or consent.

Why Do We Collect Personal Information?

UFA collects personal information to enable us to manage, maintain, and develop our business and operations, including:

- to establish, maintain and manage our relationship with you so that we may provide you with, or receive from you, the products and services that have been requested (for example, we will use your personal information to establish your identity and location so that we may pay you the rents or royalties due in respect of a lease that you have granted to us);
- to be able to review the products and services that we provide to you so that we may understand your requirements for our products and services and so that we may work to improve our products and services;
- to be able to review the products and services that we obtain from you so that we may work with you and so that you may understand our requirements for such products and services;
- to be able to comply with your requests (for example, if you prefer to be contacted at a business or residential telephone number and advise us of your preference, we will use this information to contact you at that number);
- to protect us against error, fraud, theft and damage to our goods and property;
- to enable us to comply with applicable law or regulatory requirements; and
- any other reasonable purpose to which you consent.

If you are member of UFA, then we also collect personal information to enable us to manage, administer and fulfill your membership in UFA, including:

- To administer and fulfill our obligation to our members under UFA 's member equity program (including the member loan program). For example, to administer our equity program in accordance with UFA by-laws we request information such as your date of birth (so that we can ensure that your equity is converted into dividend earning Investment Shares at age sixty-five) and your social insurance number(so that we comply with tax legislation).
- To calculate and pay patronage dividends on purchases. For example, to be able to calculate and pay out member's annual patronage dividend we record purchases by individual member.

- To participate in the democratic process. For example, we track member purchases to identify members who are eligible, under our by-laws, to participate in UFA 's election process.

How Do We Use and Disclose Your Personal Information?

We may use and disclose your personal information:

- for the purposes described in this Privacy Commitment; or
- for any additional purposes for which we have obtained your consent to the use or disclosure of your personal information.

We may use or disclose your personal information without your knowledge or consent where we are permitted or required by applicable law or regulatory requirements to do so.

When do we Disclose Your Personal Information?

We may share your personal information with our employees, contractors, consultants and other parties who require such information to assist us with managing our relationship with you, including: third parties that provide services to us or on our behalf; third parties that assist UFA in the provision of services to you; and third parties whose services we use to conduct our business.

For example, UFA's affiliates and service providers may provide certain information technology and data processing services to us from time to time so that we may operate our business, and as result, your personal information may be collected, used, processed, stored or disclosed in Canada and the United States of America.

In addition, personal information may be disclosed or transferred to another party during the course of, or completion of, a change in ownership of or the grant of a security interest in, all or a part of UFA through, for example, an asset or share sale, or some other form of business combination, merger or joint venture, provided that such party is bound by appropriate agreements or obligations and required to use or disclose your personal information in a manner consistent with the use and disclosure provisions of this Privacy Commitment, unless you consent otherwise.

Further, your personal information may be disclosed:

- as permitted or required by applicable law or regulatory requirements;
- to comply with valid legal processes such as search warrants, subpoenas or court orders;
- as part of UFA's regular reporting activities to its affiliated companies;
- to protect the rights and property of UFA;
- during emergency situations or where necessary to protect the safety of a person or group of persons;
- where the personal information is publicly available; or
- with your consent.

Your Consent is Important to Us

It is important to us that we collect, use or disclose your personal information where we have your consent to do so. Depending on the sensitivity of the personal information, your consent may be implied, deemed (using an opt-out mechanism) or express. Express consent can be given orally, electronically or in writing. Implied consent is consent that can reasonably be inferred from your action or inaction. For example, when you enter into an agreement with us, we will

assume your consent to the collection, use and disclosure of your personal information for purposes related to the performance of that agreement and for any other purposes identified to you at the relevant time.

Typically, we will seek your consent at the time that we collect your personal information. In certain circumstances, your consent may be obtained after collection but prior to our use or disclosure of your personal information. If we plan to use or disclose your personal information for a purpose not previously identified (either in this Privacy Commitment or separately), we will endeavor to advise you of that purpose before such use or disclosure.

As we have described above, we may collect, use or disclose your personal information without your knowledge or consent where we are permitted or required to do so by applicable law or regulatory requirements.

Choice/Opt-Out

You may change or withdraw your consent at any time, subject to legal or contractual obligations and reasonable notice, by contacting our Privacy Officer using the contact information set out below. All communications with respect to such withdrawal or variation of consent should be in writing and addressed to our Privacy Officer.

We assume that, unless you advise us otherwise, that you have consented to the collection, use and disclosure of your personal information as explained in this Privacy Commitment.

Please call us at our Integrity Hotline at 1-877-258-4605 or e-mail us at Integrity.Hotline@UFA.com.

How is Your Personal Information Protected?

UFA endeavors to maintain physical, technical and procedural safeguards that are appropriate to the sensitivity of the personal information in question. These safeguards are designed to prevent your personal information from loss and unauthorized access, copying, use, modification or disclosure.

The security of your personal information is important to us, please advise our Privacy Officer immediately of any incident involving the loss of or unauthorized access to or disclosure of personal information that is in our custody or control.

Updating Your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during the course of our relationship, please keep us informed of such changes.

In some circumstances we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

Access to Your Personal Information

You can ask to see your personal information. If you want to review, verify or correct your personal information, please contact our Privacy Officer. Please note that any such communication must be in writing.

When requesting access to your personal information, please note that we may request specific information from you to enable us to confirm your identity and right to access, as well as to search for and provide you with the personal information that we hold about you. We may charge you a fee to access your personal information; however, we will advise you of any fee in advance. If you require assistance in preparing your request, please contact the office of our Privacy Officer.

Your right to access the personal information that we hold about you is not absolute. There are instances where applicable law or regulatory requirements allow or require us to refuse to provide some or all of the personal information that we

hold about you. In addition, the personal information may have been destroyed, erased or made anonymous in accordance with our record retention obligations and practices.

In the event that we cannot provide you with access to your personal information, we will endeavor to inform you of the reasons why, subject to any legal or regulatory restrictions.

Inquiries or Concerns?

If you have any questions about this Privacy Commitment or concerns about how we manage your personal information, please contact our Privacy Officer by telephone, in writing or by e-mail. We will endeavor to answer your questions and advise you of any steps taken to address the issues raised by you. If you are dissatisfied with our response, you may be entitled to make a written submission to the Privacy Commissioner in your jurisdiction.

Privacy Officer

We have appointed a Privacy Officer to oversee compliance with this Privacy Commitment. The contact information for our Privacy Officer is as follows:

Privacy Officer
Suite 700, 4838 Richard Road S.W.
Calgary, Alberta T3E 6L1

Please call us at our Integrity Hotline at 1-877-258-4605 or e-mail us at Integrity.Hotline@UFA.com.

Revisions to this Privacy Commitment

From time to time, we may make changes to this Privacy Commitment to reflect changes in its legal or regulatory obligations or in the manner in which we deal with your personal information. We will post any revised version of this Privacy Commitment on our website https://zmyufaprd.blob.core.windows.net/terms/Privacy_Terms.pdf and we encourage you to refer back to it on a regular basis. This Privacy Commitment was last updated on November 12, 2020.

Interpretation of this Privacy Commitment

Any interpretation associated with this Privacy Commitment will be made by our Privacy Officer. This Privacy Commitment includes examples but is not intended to be restricted in its application to such examples, therefore where the word 'including' is used, it shall mean 'including without limitation'.

This Privacy Commitment does not create or confer upon any individual any rights, or impose upon UFA any obligations outside of, or in addition to, any rights or obligations imposed by Canada's federal and provincial privacy laws, as applicable. Should there be, in a specific case, any inconsistency between this Privacy Commitment and Canada's federal and provincial privacy laws, as applicable, this Privacy Commitment shall be interpreted, in respect of that case, to give effect to, and comply with, such privacy laws.