

TRANSPARENCY

OUR COMMITMENT AND APPROACH

Shaw Communications Inc. (Shaw) is an enhanced connectivity provider. Shaw serves consumers with broadband Internet, WiFi, video, digital phone and, through WIND Mobile Corp. (WIND Mobile), wireless services.

Shaw has always been committed to respecting the privacy of its customers and protecting their personal information, while at the same time contributing to our collective well-being by helping to ensure public safety. It's an important balance to strike. As such, we respond to requests from government organizations such as law enforcement agencies, national security agencies and regulatory authorities ("Government Organizations"). However, we will only disclose customer information when permitted by law, including in emergency circumstances where a person's safety is at risk. Each request for personal information or consideration of whether to release information voluntarily is carefully assessed to ensure that any release of such information is supported by the *Personal Information Protection and Electronic Document Act* ("PIPEDA").

In circumstances where Shaw believes requests for personal information are too broad or are not justified under the law, we engage with the Government Organization to challenge its request or ask it to narrow the request or to explain why we cannot release the requested information.

This year, we are publishing our first Transparency Report to provide you with details about the extent and nature of Shaw's disclosures of customer information to Government Organizations in 2015. This Transparency Report has been prepared in a manner that is generally consistent with the Categories of Disclosures set out in the Transparency Reporting Guidelines (Guidelines) published by Canada's Department of Innovation, Science and Economic Development.

REQUESTS AND DISCLOSURES PERTAINING TO PERSONAL INFORMATION HELD BY SHAW IN 2015*†

Data Type	# of Requests	# of Disclosures	# of Requests Rejected or Contested	# of Persons or Accounts with Data Disclosed††
Voluntary disclosure at the request of a Government Organization	0-100	0-100	0-100	0-100
Voluntary disclosure at the initiative of Shaw	0-100	0-100	0-100	0-100
Disclosures in emergency or exigent circumstances	528	532	0-100	532
Disclosures made in compliance with federal or provincial law	0-100	0-100	0-100	0-100
Court ordered (warranted) disclosures, including:	690	Not available	0-100	3522
Real-time interceptions	0-100	0-100	0-100	0-100
Other Requests				
Preservation demands and orders	0-100	Not Applicable	0-100	Not Applicable
TOTAL REQUESTS	1335			4054

*This Transparency Report does not include data with respect to requests and disclosures pertaining to personal information made in 2015 by Wind Mobile. Shaw acquired WIND Mobile in March, 2016.

† *Transparency Reporting Guidelines*, published by Innovation, Science and Economic Development Canada (ISED) at <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11057.html>, provide that when reporting statistics in the categories set out below, figures between 1 and 100 should be represented in a band of “0—100” to protect the operational activities and capabilities of Canadian Government Organizations.

††Circumstances may occur in which the number of persons or accounts whose data is disclosed exceeds the number of requests by Government Organizations because requests apply to one or more persons or accounts.

NATURE OF DISCLOSURE DESCRIBED ABOVE

Voluntary disclosures at the request of a Government Organization (including law enforcement): These are made in circumstances where a warrant or court order is not required to obtain information,

including information needed to locate and notify the next-of-kin of an injured, ill or deceased person, return stolen property or assist in the search for missing or lost persons.

Voluntary disclosures on the initiative of Shaw: These are made for limited purposes set out in PIPEDA, including reporting a crime, without a request from a Government Organization.

Disclosures in emergency or exigent circumstances: These are made in response to requests made to assist law enforcement agencies in situations involving serious or imminent harm to any person or property without application to a judge. The disclosures are governed by relevant provisions of the *Criminal Code*, including ss. 184.1, 184.4 and 487.11, other relevant statutes, and common law.

Disclosures in compliance with federal or provincial law: These are made in response to compellable requests made by Government Organizations under the express authority of federal or provincial legislation, such as the *Customs Act* or *Income Tax Act*, for regulatory enforcement or other government purpose.

Court-ordered (warranted) disclosures: These are made in response to production orders, court orders, summons, subpoenas, and search warrants issued by a judge or other judicial officer. This category includes a number of different types of orders, including court orders or warrants for basic identifying information, account information, tracking data, transmission data, stored communications content and other stored data, and real time interception.

Preservation demands and orders: Refer to demands by peace or public officers, or orders by a justice or judge requiring a person to preserve computer data for either 21 or 90 days, depending on the circumstances. Preservation demands and orders simply compel a person to not delete data in their possession or control. No information is actually obtained by Government Organizations making preservation requests. This allows Government Organizations time to submit an appropriate request for a court-authorized production order with respect to the preserved information.