

Yara Belle Plaine Inc. (Yara) Commitment to Privacy

The federal government implemented legislation concerning the safeguarding and proper use of customer information. We would like to take this opportunity to share our policies and practices with customers and assure you of our continued commitment to protect your privacy.

When you do business with Yara, or with anyone acting as an agent on its behalf, the Yara Privacy Policy and Yara Code of Fair Information Practices protect your privacy.

Yara Belle Plaine Inc. has a long-standing commitment to protecting the privacy of its customers and employees. Fundamental principles of this commitment are:

- To ask for the minimum amount of information to serve Yara's customers.
- To conform to the federal government's Personal Information Protection and Electronic Documents Act in everything Yara does.
- To ensure personal information about its customers is not released, except with their consent or where Yara is required to do so by law.

To ensure that Yara's commitment to customer privacy is upheld, Yara has developed a **Privacy Policy** setting out customer rights and Yara obligations regarding the treatment of customer personal information. The accompanying **Code of Fair Information Practices** complies with the requirements of the *Personal Information Protection and Electronic Documents Act* as well as the *Canadian Standards Association Model Code for the Protection of Personal Information*. The principles underlying the Code of Fair Information Practices are included at the end of this privacy policy.

Yara employees are required to comply with the Yara Privacy Policy and the *Yara Code of Fair Information Practices* that require the safeguarding and proper use of personal customer information. Yara also places strict controls on the protection and use of personal information within its systems and web sites and ensures that its employees are trained to respect customer privacy at all times.

The Yara Privacy Policy

The *Yara Privacy Policy*, described through the following questions and answers, is intended as a less formal summary of Yara's approach to customer privacy.

What type of information is personal?

Personal information is **information about an identifiable individual**. This includes information about your product and service purchases and usage. Publicly available information, such as a public directory listing of your name, title, business address, business telephone number, electronic address, is not considered to be personal information.

Why does Yara collect information about me?

Collecting information helps us serve you better. Yara collects personal information only for the following purposes:

- to establish and maintain responsible commercial relations with customers and to provide ongoing service and offers;
- to understand customer needs;
- to recommend particular products and services to meet customer needs;
- to develop, enhance, market or provide products and services;
- to manage and develop Yara's business and operations, including personnel and employment matters; and
- To meet legal and regulatory requirements.

Your personal information ***will not be used for any other purpose*** without your consent.

Does Yara share information about me with other parties?

Our general policy is not to provide personal information to any unauthorized party. However, there are certain limited circumstances, outlined below, where it is necessary to do so. When we do provide personal information to third parties, we provide only that information that is required in the circumstances. Information provided to third parties is used only for the purpose stipulated and is subject to strict terms of confidentiality. Employees of the companies to whom we may provide information must adhere to our privacy standards. Third parties include:

- *An agent acting on behalf of Yara*, such as a company hired to perform services on our behalf;
- *A collection agency*, for the express purpose of the collection of past due bills;
- *Law enforcement agencies*, in emergencies, for internal security matters, or where required by court order or search warrant; and
- *Emergency services*, in emergency situations.

What is Yara's commitment to my privacy?

Yara will take all of the necessary precautions to ensure the safeguarding of your information, whether it is stored electronically or in paper format. In all cases, information is retained in secure facilities, protected from unauthorized access and kept only as long as is reasonably required.

What if I have a questions or concerns?

If you have questions or concerns about your private information, you can call us at 1-306-345-4294. You may also address these concerns, in writing, to the Yara privacy contact, who has overall responsibility for the company's compliance with this policy and applicable privacy restrictions.

You should write to:

Yara Belle Plaine Inc.
Suite 215, 1874 Scarth Street
REGINA, Saskatchewan
S4P 4B3

Attention: Deanna Owens, Manager, Human Resources

Or.....

E-mail: Deanna.Owens@yara.com

Who else can I talk to?

If the Yara privacy contact does not resolve the issue to your satisfaction, you may file a complaint with the Privacy Commissioner of Canada by calling 1-800-282-1376 or writing to:

The Privacy Commissioner of Canada
112 Kent Street
Ottawa ON K1A 1H3

privcan@fox.nstn.ca

What if I do not want personal information used to inform me about products or services?

You may decide that you prefer us not to share your personal information to promote products and services. If this is the case, you may advise us by calling 1-306-345-4294.

Yara Code of Fair Information Practices

Principles

- **Accountability:** Yara is responsible for personal customer information under its control and shall designate one or more persons who are accountable for compliance with the following principles.
- **Identifying Purposes for Collection of Personal Information:** Yara shall identify the purposes for which personal information is collected at or before the time the information is collected.
- **Obtaining Consent for Collection, Use or Disclosure of Personal Information:** The knowledge and consent of a customer are required for the collection, use, or disclosure of personal information, except where Yara is required by law to provide such information.
- **Limiting Collection of Personal Information:** Yara will limit the collection of personal information to that which is necessary for the purposes identified. Yara shall collect personal information by fair and lawful means.
- **Limiting Use, Disclosure and Retention of Personal Information:** Yara shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Yara shall retain personal information only as long as necessary for the fulfillment of those purposes.
- **Accuracy of Personal Information:** Personal information will be as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.
- **Security Safeguards:** Yara will protect personal information by security safeguards appropriate to the sensitivity of the information.
- **Openness Concerning Policies and Practices:** Yara shall make readily available to customers specific information about its policies and practices relating to the management of personal information.
- **Access to Personal Information:** Yara will inform a customer of the existence, use and disclosure of his or her personal information upon request and shall give the individual access to that information. A customer will be able to challenge the accuracy and completeness of the information and to have it amended as appropriate.
- **Challenging Compliance:** A customer will be able to address a challenge concerning compliance with the above principles to the designated person or persons accountable for Yara's compliance with the Code.