



Revision Date:

Original Date of Issue: June 30, 2004 (retroactive to January 1, 2004)

Prepared By: Human Resources Department

EXTERNAL PRIVACY

At Japan Canada Oil Sands Limited, your privacy is important to us. We are committed to maintaining the confidentiality, security and accuracy of personal information. This External Privacy Policy (the "Privacy Policy") describes the personal information that Japan Canada Oil Sands Limited collects in the normal course, how we use it and to whom that information may be disclosed.

This Privacy Policy applies to and governs Japan Canada Oil Sands Limited. All references in this Privacy Policy to "JACOS, "we", "us", "our" and like terms should be interpreted accordingly.

This Privacy Policy applies to any personal information received by JACOS from individuals, unless the personal information is dealt with in JACOS' Employee Privacy Policy.

This Privacy Policy does not address information about companies or other forms of business associations. Such information is protected by other JACOS policies and practices and through contractual arrangements.

This Privacy Policy applies only to JACOS' activities that are subject to the provisions of Canada's federal and provincial privacy legislation, including, where applicable, the federal *Personal Information Protection and Electronic Documents Act*, and Alberta's *Personal Information Privacy Act*.

What Is Personal Information?

For the purposes of this Privacy Policy, "personal information" means information about an identifiable individual. This does not include the name, title, business address or telephone number of an employee of an organization when used for business communications.

What Personal Information Do We Collect?

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

- Contact and identification information, such as name, address, telephone number, facsimile number and email address, as well as "contact us" portion on our website;
- Credit and financial information such as billing and credit history or payment history;
- Customer relationship information; and
- Business relationship information, such as preferences.

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In some cases, we may be required by applicable law or regulation, to collect information about you without your knowledge or consent.

Why Do We Collect Personal Information?

JACOS collects personal information to allow us to manage and develop our business and operations, including:

- Establishing (including conducting conflicts verifications), managing and terminating relations with you;
- Reviewing the products and services that we provide to you or obtain from you;
- Informing you of our services other than those that you have specifically requested, including sending you information promoting other services;
- Informing you of products or services of third parties that we have carefully selected as partners may wish to offer you;
- Complying with your requests;
- Protecting against error and providing security for property and persons;
- Enabling us to comply with applicable law or regulatory requirements; and
- Any other reasonable purpose to which you consent.

When Do We Use or Disclose Personal Information?

Your personal information may be used or disclosed, for example:

- For the purposes described in this Privacy Policy;
- Where required by applicable law or regulation or by the rules of conduct that govern the legal profession;
- To comply with valid legal processes such as search warrants, subpoenas or court orders;
- As part of JACOS' regular activities to its members;
- To protect against error and where providing security;
- During emergency situations or where necessary to protect the safety of a person or group of persons;
- Where the information is public personal information;
- To employees, contractors, consultants and other parties who require the information to assist us to establish, maintain and manage our relationship with you, including, for example, third parties that provide services to us or on our behalf or third parties that collaborate with JACOS in the provision of services to you;
- To another party, in the event of a change in ownership of or granting of security interests in all or a part of JACOS through, for example, some form of merger, financing or other form of business combination, provided that the parties are bound by appropriate agreements or obligations; or



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- With your consent.

We may use or disclose your personal information without knowledge or consent where we are required by applicable law or regulation.

JACOS is not in the business of selling personal information to third parties.

Consent

We may collect, use, or disclose your personal information where we have your consent to do so or as provided in this Privacy Policy. 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 accept our services, we will assume your consent to the collection, use and disclosure of your personal information for purposes related to your acceptance and use of those services or for other purposes identified to you at the relevant time.

Typically, we will seek your consent at the time that we collect the personal information. In some circumstances, your consent may be obtained after collection but prior to our use or disclosure of your personal information.

We may use or disclose your personal information without your knowledge or consent where we are required by applicable law or regulation.

We assume, unless you advise us otherwise, that having received a copy of this Privacy Policy and by continuing to deal with us, you have consented to the collection, use and disclosure of your personal information as explained in this Privacy Policy.

You may change or withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting our Privacy Officer using the contact information set out below.

Protecting Personal Information

JACOS will endeavour to safeguard personal information using methods that are appropriate to the sensitivity of the information.

Updating Personal Information

It is important that the personal information JACOS holds about you is accurate and current. JACOS asks that you keep us informed of changes to your personal information.

Accessing Your Personal Information



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You can ask to see the personal information that we hold on you. If you want to review, verify or correct your personal information, please contact our Privacy Officer using the contact information set out below. Please note that any such communications must be in writing.

When making an access request, we may require specific information from you to confirm your identity and right to access, as well as to search for, provide you with, the personal information that we hold about you. We may charge you a fee to access your personal information; but we will advise you of any fee in advance. If you need help in preparing your request, please contact our Privacy Officer.

JACOS may not be able to provide you with access to your personal information, where such refusal is permitted or required by applicable law, regulation or rules of professional conduct. Subject to any legal or regulatory restrictions, JACOS will inform you of the reasons why access has been denied.

Contacting Us

To get more information about this Privacy Policy, or to change or withdraw your consent under this Privacy Policy, you can write us at:

Privacy Officer
2300, 639-5th Avenue SW
Calgary, Alberta
T2P 0M9

Revision to this Privacy Policy

JACOS may from time to time make changes to this Privacy Policy to reflect changes in legal or regulatory obligations or changes in the manner in which we deal with personal information. We will post any revised version of this Privacy Policy on our website. Any changes to this Privacy Policy will be effective from the time they are posted, provided that any change that relates to our collection, use or disclosure of your personal information will not apply to you unless you consent to that change.