



Electronic Transmission (christopher@christopher-parsons.com)

March 3rd, 2014

Mr. Christopher Parsons
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University of Toronto

Subject: Request for information - Cogeco Cable

Dear distinguished members of Faculty,

We thank you for your interest in Cogeco Cable's data retention and sharing policies relating to our disclosure of information to government agencies, as expressed in your letter dated January 20, 2014.

As you are likely well aware, there are specific access to information rules and laws governing government bodies that have to handle and process such requests of information. Within these rules and laws exists a guided process within a well-understood system on how to balance competing interests in any request for disclosure of information. Private companies, on the other hand, do not have the benefit of such a process as they are not subject to these laws. Although Cogeco Cable adheres to access-to-information principles, we are bound to balance these principles with other principles, namely the following:

- Privacy: Cogeco Cable is committed to respecting the privacy of its customers' information and is also committed to limit disclosure only to the circumstances permitted by PIPEDA and otherwise required by applicable laws;
- Confidentiality: Cogeco Cable must respect the confidentiality of investigation techniques and protection of national security concerns.

Given these constraints, we suggest that you address your request directly to the government bodies involved, who could then call upon us to collaborate, as appropriate. As per normal practice when it comes to responding to public sector access to information requests, Cogeco Cable will commit to working with government bodies, in a diligent and collaborative manner, as warranted and within the parameters expressed above.

More information regarding Cogeco Cable's privacy practices can be found on our corporate website at www.cogeco.ca/privacy.

Best regards,

A handwritten signature in blue ink, appearing to read 'Caroline Dignard', written over a light blue circular stamp.

Caroline Dignard, LL.B, MBA
Vice-présidente, Affaires juridiques et
Vice President, Legal Affairs and Chief Privacy Officer
Cogeco Cable Canada

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