

## WIND Mobile Transparency Report 2014

As a national wireless service provider, Canadian government and law enforcement agencies often come to us requesting information about our customers. WIND's core values have always included honesty and transparency. As part of our ongoing commitment to both our values and protecting our customers' privacy, we want to tell you about the various types and number of requests we received in 2014.

We are routinely served with judicial authorizations such as search warrants or other court orders, compelling the release of our customers' personal information. Every request is carefully evaluated by a dedicated team of in-house experts who determine whether the request is valid and how best to respond. If, in our opinion, a request is not valid or is irregular in any way, we will not respond until we are satisfied that the request meets all legal requirements.

In the summer of 2014 our review of a critical Supreme Court ruling prompted us to rethink how we were responding to specific types of requests. While our total number of requests has increased year over year, these types have gone down which shows our dedication to doing the right thing for our customers' privacy.

### 2014 Lawful Access Requests

	2013	2014
Customer Name and Address*	6,445	<b>3,485</b>
Emergency Response	5,965	<b>7,822</b>
Court Ordered / Legislative Demands	646	<b>2,989</b>
<b>TOTAL</b>	<b>13,056</b>	<b>14,296</b>

\*Stopped responding in summer of 2014 unless court order/warrant provided or in the case of an emergency.

## Types of Requests

### 1. Customer Name and Address

Until the summer of 2014, it was common practice across the industry to provide associated subscriber information (name and address) to Law Enforcement or Government agencies when given a phone number. WIND considered this practice permitted under both its Privacy Policy and applicable law. After a Supreme Court of Canada ruling in the case R v Spencer in 2014, WIND now only provides subscriber information pursuant to a court order or in an emergency.

### 2. Emergency Response

WIND Mobile assists police and other emergency services in life threatening situations such as helping to find missing children, suicidal persons, or our customers that have dialed 9-1-1 and either disconnected right away or were otherwise not able to speak to the emergency call taker.

### 3. Court Ordered / Legislative Demands

These are requests that are authorised by law and/or federal or provincial statutes and include production orders, search warrants and other court orders. These orders can be made pursuant to but are not limited to the following:

- The Criminal Code of Canada  
<http://laws-lois.justice.gc.ca/eng/acts/C-46/>
- Provincial Offences Act (Ontario)  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90p33\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90p33_e.htm)
- The Customs Act  
<http://laws-lois.justice.gc.ca/eng/acts/C-52.6/page-1.html>

For additional information a copy of our privacy policy can be found at <http://www.windmobile.ca/accessibility-and-terms/privacy-policy>.