


POLICY			
MANUAL:	Legal/Governance	INDEX:	LEGAL2-P10
SECTION:	Privacy	EFFECTIVE DATE:	January 31, 2016
POLICY:	Privacy Policy	REVIEWED DATE:	March 31, 2023
APPROVED BY:	SVP General Counsel and Secretary	MODIFIED DATE:	March 31, 2020

POLICY

Revera Inc., and its affiliates, parents and subsidiaries (collectively “**Revera**”), recognizes each individual’s right to keep personally identifiable information about them private. Revera is committed to protecting such information by ensuring that it is treated with care and is not used or disclosed in ways that have not been consented to.

Revera employees are responsible for ensuring that they are informed of and knowledgeable about their responsibilities to protect privacy, including the collection, use, disclosure, retention and disposal of personally identifiable information, including through participating in annual online training sessions beyond the initial onboarding sessions

A designated Privacy Officer will be ultimately accountable for the handling of all such information and for ensuring that the principles set out in this policy are complied with. If you suspect a privacy breach has occurred, please contact Revera’s Privacy Officer immediately at Privacy@Reveraliving.com.

Revera must comply with federal and other applicable Canadian privacy legislation, including legislation regarding the collection, use and disclosure of Personal Health Information.

This policy applies to all of Revera’s operations in Canada. In the United States, Revera’s policy is to abide by all applicable privacy laws of that country including, without limitation, the Health Insurance Portability and Accountability Act of 1996 (“**HIPAA**”), as amended from time to time and the regulations promulgated thereunder, and all US Revera subsidiaries and affiliates (excluding Canadian subsidiaries and affiliates) shall adopt, implement and enforce appropriate privacy and security policies in compliance with HIPAA and all other applicable federal and state laws of the jurisdictions in which such subsidiaries and affiliates operate.

STANDARD

PRIVACY PRINCIPLES

1. Purposes for Collection, Use and Disclosure

Personal Information will be collected by fair and lawful means. Revera shall only collect Personal Information where the collection is directly related to an operating program or activity of Revera, and there is a demonstrable need for the Personal Information to be collected in connection with the program or activity. In addition, the collection of Personal Information will be limited to what is necessary for the purpose for which it was collected, unless Revera is required or permitted by law to collect additional information.

Personal Information will be collected when it is provided, either verbally or by written correspondence, including in person or through faxes, emails and telephone inquiries.

Often, Personal Information is collected directly from the individual to whom it relates or from their SDM if the individual is incapable of providing the information. Personal Information may also be received from third parties, such as government agencies, hospitals, or company

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business partners, provided that such third parties confirm that they have obtained the consent of the individual that the Personal Information is about.

Unless the collection of Personal Information is for a purpose expressly authorized by law, Revera will notify the individual from whom the information is collected of the purpose for collecting the information. This notice will be provided at or before the time that the information is collected. Depending on the way in which Personal Information is collected, this may be done orally or in writing. For example, an admissions form or an application for services form may give notice of the purposes for which the information is collected.

When Personal Information that has been collected is to be used for a purpose that was not previously identified, the new purpose will be communicated prior to using the information for the new purpose, unless the new purpose is required or permitted by law.

Revera will collect, use and disclose Personal Information primarily for the purposes of:

- providing individuals with health care and other related services;
- quality management;
- statistical analysis;
- processing payments or accounts;
- administering contests, if an individual enters a contest or promotion offered and/or administered by Revera; and
- meeting relevant regulatory, legal, insurance, audit, security and processing requirements.

Should individuals indicate that they are interested in receiving offers or information from Revera, their Personal Information will also be used to contact them or to send them e-mail materials (subject to compliance with our CASL policy) and other mailings about products, services, or events. Individuals may be contacted about these products, services, or events by any of the methods that they consented to at the time their information was collected.

Individuals always have the option to decline sharing their Personal Information with third parties or to be excluded from offers for products or services and targeted advertising. Products or services to an individual will not be withheld if an individual chooses not to provide their Personal Information, unless the failure to provide such information results in Revera being unable to provide such product or service.

Other than in the situations listed above, as required by law (for example, in response to a court order or subpoena, or to comply with local or federal regulations), or where Revera sells any or all of its business and/or assets to a third party, or where medical reasons make it impossible or impracticable to seek consent (for example, when an individual is cognitively impaired, seriously ill or psychotic and the SDM is not available), an individual's Personal Information will not be used for any other purpose without their consent.

Revera personnel shall ensure that they only collect, use and disclose Personal Information for permitted purposes in accordance with this policy and within the scope of their role at Revera.

Revera Homes shall display the external privacy policy in a prominent area within the Home to ensure that individuals are aware of their privacy rights, and individuals will be given a copy of the external privacy policy upon request.

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2. Consent

Revera will obtain the consent of individuals prior to the collection of their Personal Information, subject to certain exceptions permitted by applicable laws. There are two types of consent: express consent and implied consent. Express consent is provided when it is given orally, in writing, or electronically. Implied consent is inferred from an individual's actions or inactions or the surrounding circumstances. For example, if an individual discloses his or her Personal Health Information for the purposes of obtaining health care, a physician can reasonably infer consent to the collection of that information. The type of consent that is obtained will depend on the sensitivity of information and the circumstances, including the purposes for which the information is being collected and the reasonable expectations of the individual.

Generally, consent must be knowledgeable, voluntary, related to the information in question, and given by the individual that the information is about.

However, in certain situations, such as if an individual lacks the capacity to make decisions about the collection, use, or disclosure of their Personal Information, or if an individual is deceased, it may not be possible to obtain consent from the individual that the Personal Information is about.

Consent on Behalf of Incapable Individuals

If an individual is not able to understand and appreciate the consequences of providing, withholding, or withdrawing their consent, they do not have the capacity to make decisions regarding the collection, use and/or disclosure of their Personal Information. In this situation, an individual's SDM may make a decision about the individual's Personal Information on their behalf, once the SDM's identity and authority has been verified.

If an individual is deceased, the deceased individual's rights with respect to their Personal Information may be exercised on their behalf by a person authorized to administer the estate of the deceased (i.e. the deceased's estate trustee, or if there is no estate trustee, by the person who has assumed responsibility for the administration of the deceased's estate), but only for the purposes of such administration.

The identity and authority of the estate trustee (or the person that has assumed responsibility for the administration of the deceased's estate) must be validated before any action may be taken with respect to the deceased individual's Personal Information.

Individuals also have a right to restrict us from accessing, using or sharing their Personal Health Information for the purpose of providing or assisting in the provision of health care through the use of a consent directive.

3. Safeguards

The collection and use of Personal Information will be safeguarded, in order to respect and protect each individual's privacy in accordance with our Safeguard Policy.

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4. Retention and Disposal of Personal Information

Personal Information will only be retained and disposed of using the principles outlined in this policy, and in accordance with Revera’s document retention policy.

5. Openness and Challenges to Privacy Practices

Information about Revera privacy policies and practices, and a public-friendly version of Revera’s privacy policy, will be readily available to individuals, including the contact information of Revera’s Privacy Officer.

Any questions, concerns, complaints, challenges, or requests for information or access to Personal Information must be directed in writing to our Privacy Officer as follows:

Privacy Officer
 Revera Inc.
 5015 Spectrum Way, Suite 600, Mississauga, ON L4W 0E4

Tel: (289) 777-1440
 Email: privacy@reveraliving.com

Any questions, concerns, complaints, challenges or requests will be investigated and responded to by the Privacy Officer of their designate in a timely manner, and in accordance with applicable laws. In addition, the Privacy Officer or their designate will inform individuals who make complaints or inquiries of other available complaints procedures.

PROCEDURES

1. Consent Directive
2. Breach Response Plan
3. Disclosing PI/PHI to third parties
4. Personal Information Access and Correction Requests
5. Releasing Personal Information and Personal Health Information
6. Document Retention and Record Keeping

EDUCATION

TOOLS

1. Privacy Audit Tool
2. External Privacy Policy
3. Consent to the Collection Use and Disclosure Form
4. Guide - Response to Requests for Access to Medical Records
5. Request for Copy of Personal Health Information Template Letter

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RESOURCES

Personal Information Protection and Electronic Documents Act
Privacy Act