

**RESOLUTE FOREST PRODUCTS**  
**PRIVACY POLICY - CANADA**

**(Clients, suppliers and business partners)**

Effective date: September 2023

At Resolute Forest Products, we attach great importance to the protection of your personal information and we are committed to maintaining the accuracy, security and privacy of the personal information that we collect, use or disclose in the course of our business in accordance with applicable legislation.

This privacy policy (“**Policy**”) is a statement of principles and guidelines concerning the protection of personal information of individuals with whom Resolute Forest Products and its wholly-owned subsidiaries (“**Resolute**” or “**we**”) do business such as our clients, suppliers of goods and services (including carriers, forestry workers and consultants and some of their employees), individuals providing a guarantee or other credit enhancement for an entity with which Resolute does (or may do) business and other business partners located in Canada (“**you**”). This Policy does not, however, apply to (i) the personal information of Resolute employees or candidates for employment or any other personal information to which the *Policy on Management of Personal Information for Human Resources Management (Employees and External Candidates) - Canada* applies, nor (ii) the personal information of visitors to our website (including users who apply for job opportunities posted on our website) to whom our *Website Privacy Policy* applies.

**CONSENT**

**BY DISCLOSING PERSONAL INFORMATION TO RESOLUTE OR ITS AGENTS, YOU CONSENT TO OUR COLLECTION, USE AND DISCLOSURE OF SUCH PERSONAL INFORMATION IN ACCORDANCE WITH THIS POLICY AND AS PERMITTED OR REQUIRED BY LAW. Subject to legal and contractual requirements, you may refuse or withdraw your consent to certain of the identified purposes at any time by contacting us in the manner set out hereinafter. If you refuse or withdraw your consent, we may not be able to obtain or continue to obtain from you certain goods or services or to provide you or continue to provide you with certain goods or services or certain information that may be of value to you.**

**Our goods and services do not address anyone under the age of 14 (“child” or “children”). We do not knowingly collect personal information from children. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we become aware that we have collected personal information from children without verification of parental consent, we will take steps to remove that information from our servers.**

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## **1. What personal information do we collect?**

Canadian privacy legislation defines personal information broadly as information about an “identifiable individual” or as information that allows an individual to be identified, directly or indirectly. The types of personal information that we may collect from time to time from you (or from some of your employees involved in providing us with services from time to time) include: your name, address, telephone numbers (office, home, cell), identification of family members and relationships with Resolute representatives or their relatives, banking information, identification numbers and documents, credit references, usual information contained in a curriculum vitae and criminal record, as applicable. We may also collect your personal information from third parties including, third parties referenced on your credit references and other credit providers or credit bureaus, however, your consent will be expressly obtained prior to any third parties being approached.

## **2. Why do we collect personal information?**

We collect your personal information in order to notably i) verify the identity as well as the experience and skills of individuals with whom we do (or may do) business; ii) make payments; iii) evaluate the creditworthiness of a client, supplier or other individual with whom Resolute does (or may do) business or who provides a guarantee or other credit enhancement for an entity with which Resolute does (or may do) business; iv) be able to contact those concerned in case of emergency or otherwise; v) prepare contracts, and, generally, establish and manage business relationships; vi) detect and protect Resolute and other third parties against errors, fraud, theft and other suspected illegal activities, while cooperating with police authorities; vii) meet legal and regulatory requirements; viii) ensure compliance with applicable health and security standards; ix) engage in business transactions, including the purchase, sale, lease, merger, amalgamation or any other type of acquisition, disposal, securitization or financing involving Resolute; x) send you material regarding the goods and services we offer; xi) verify potential conflicts of interest and xii) for any other purpose we may indicate to you from time to time.

## **3. To whom do we disclose your personal information?**

For the purposes set forth in Section 2 above, we may disclose your personal information to the third parties indicated below in the following circumstances:

### **(a) Disclosure to service providers**

We may disclose your personal information on a need-to-know basis to other organizations or individuals that provide services on our behalf (“service providers”). Your personal information may be disclosed to the following categories of services providers: lawyers, security agents, auditors and data processing, document management and administrative services personnel. In addition, we may disclose your personal information to an organization or individual retained by Resolute to evaluate your creditworthiness or to collect debts outstanding on an account. We will only provide such organizations and individuals with the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

**(b) Disclosure in business transfers**

Resolute may be involved in the sale or transfer of some of its business. As part of that sale or transfer, Resolute may disclose certain personal information about you to the acquiring organization (including as part of the due diligence process), but will require the acquiring organization to agree to protect the privacy of your personal information in a manner that is consistent with this Policy and applicable legal requirements.

**(c) Law enforcement and legal disclosure**

Resolute may disclose your personal information to a government institution that has asserted its lawful authority to obtain the information or where Resolute has reasonable grounds to believe the information could be useful in the investigation of suspected unlawful activity, or to comply with a subpoena or warrant or an order made by a court, person or body with jurisdiction to compel the production of information, or to comply with court rules regarding the production of records and the disclosure of information, or to Resolute's legal counsel.

**(d) To our affiliates**

We may disclose your personal information to our affiliates, which include, in addition to our wholly-owned subsidiaries, Domtar Corporation and its subsidiaries, which are part of the larger Paper Excellence Group.

**4. Control of your personal information**

At Resolute, we want you to be able to understand how we use your personal information. For that reason:

- Subject to exceptions provided for by law, you always have the option to instruct us not to use your personal information for purposes other than obtaining from you the agreed upon good or services or providing to you the agreed upon goods or services or the information you requested (see Section 9 below).
- Email communications from Resolute to you will always include an identification of the sender and, if Resolute sends commercial electronic messages, these will contain an "unsubscribe" feature allowing you to opt out of such future messages, in compliance with applicable law.
- You have the right to access and update your personal information that we have on file, as indicated in Section 6 below.

**5. Where do we store or transfer your personal information?**

Your personal information is stored in secured locations and on servers controlled by Resolute, located either at our offices or at the offices of our service providers, which are located in Canada (including provinces or territories other than Quebec) and the United States. As such, your personal information could be transferred to and between those jurisdictions. When required by applicable law, we conduct privacy impact assessments to assess the risk associated with transferring personal information outside of Canada (or outside of Quebec, as applicable). Please note that the privacy laws in other jurisdictions may differ from Canadian or Quebec privacy laws and in some jurisdictions your personal information may be accessed by law enforcement authorities or the courts. If you have any questions regarding our policies and practices relating to storage and processing of personal information outside of Canada or

Quebec, please contact us in any of the ways described under Section 9 below. For access to your personal information, please see Section 6 below.

**6. What are your rights regarding your personal information?**

You have the following rights with respect to the personal information that we hold about you:

- Subject to certain exceptions provided for by law, Resolute will inform you of the existence, use, and disclosure of your personal information and will give you access to that information;
- In certain circumstances provided by applicable law, you may ask that we delete certain personal information that we hold about you;
- You may ask us to correct any personal information that we hold about you that is inaccurate, incomplete or equivocal; and
- Subject to legal and contractual requirements, you may withdraw your consent to our use or disclosure of your personal information, but please note that such withdrawal may hinder our ability to offer you certain goods and services or to conduct business with you;

If you are a Quebec client, supplier or business partner, you also have the following rights with respect to the personal information that we hold about you:

- In certain circumstances provided by applicable law, you may ask that we cease disseminating personal information about you, or de-index or re-index a hyperlink to which your personal information is attached; and
- To the extent that doing so does not raise serious practical challenges for us, you may request that we communicate your personal information to you or to any person or body authorized by law to collect such information in a structured, commonly used technological format.

To exercise any of your rights described above, please send a request in writing to the email indicated in Section 9 below.

**7. How do we protect your personal information?**

We make commercially reasonable efforts to protect against the loss, misuse and unauthorized alteration of personal information under our control. Our security policies are periodically reviewed and enhanced as necessary. We instruct our employees with access to your personal information that it is to be used only in compliance with the principles set out in this Policy and applicable privacy laws.

We employ administrative, contractual and technological safeguards to protect your personal information. Where personal information is sent to a third party for processing, we make sure, through our contracts with them, that such service providers may only use the information for the limited purposes for which it was disclosed to them and they are required to preserve the confidentiality of your information. Moreover, we operate secure data network protected according to the sensitivity of the data in question.

Resolute only keeps personal information for as long as necessary and for the purposes for which it was collected, or for as long as required to comply with any applicable legal obligation. The length of time personal information is kept varies according to the nature of the information, and it may extend beyond the end of the relationship between an individual and Resolute. When the personal information collected is no longer required by Resolute, the necessary procedures for destroying, deleting, erasing, or converting it into an anonymous form are applied. In some circumstances, we will anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes or other legitimate reasons, in which case we may use this information indefinitely without further notice to you.

## **8. Changes to the Privacy Policy**

Resolute reserves the right to modify or supplement this Policy at any time. If we make a change to this Policy, we will inform you by publishing the revised policy on our website at [www.resolutefp.com](http://www.resolutefp.com) or by other means. In addition, Resolute will make such revised policy and changes available upon request made to the Resolute Privacy Contacts – Commercial (see Section 9 below). Resolute will obtain the necessary consents required under applicable privacy laws if it seeks to collect, use or disclose an individual's personal information for purposes other than those for which consent had been obtained unless otherwise required or permitted by law.

## **9. How to contact us?**

Clients, suppliers and business partners wishing to obtain additional information on Resolute's privacy policy and practices (including with respect to your rights) may contact the persons in charge of privacy at Resolute at:

Resolute Privacy Contacts - Commercial  
Resolute Forest Products  
Person in charge of the protection of personal information  
1010 De La Gauchetière Street West, Suite 400  
Montreal, Quebec, H3B 2N2, Canada  
[privacy@resolutefp.com](mailto:privacy@resolutefp.com)  
514 875-2160 or 1 800 361-2888