

SHAW COMMUNICATIONS INC. - 2017 TRANSPARENCY REPORT

SHAW'S COMMITMENT AND APPROACH

Shaw Communications Inc. ("Shaw") is an enhanced connectivity provider. Shaw serves consumers with broadband Internet, WiFi, video, digital phone and, through Freedom Mobile Inc. ("Freedom Mobile"), wireless services. Freedom Mobile maintains a separate Transparency Report.

Shaw has always been committed to respecting the privacy of its customers and protecting their personal information, while at the same time contributing to our collective well-being by helping to ensure public safety. It's an important balance to strike.

As such, we respond to requests from government organizations such as law enforcement agencies, national security agencies and regulatory authorities ("Government Organizations"). However, we will only disclose customer information when permitted by law, including in emergency circumstances where a person's safety is at risk or where we have reasonable grounds to believe a crime is being committed. Each request for personal information or consideration of whether to release information voluntarily is carefully evaluated by a dedicated team of in-house experts to ensure that any release of such information is supported by the *Personal Information Protection and Electronic Document Act* ("PIPEDA").

In circumstances where Shaw believes requests for personal information are too broad or are not justified under the law, we engage with the Government Organization that submitted the request to alert them of the grounds for refusal and determine what additional steps can be taken to address the issue.

In addition, Shaw has always been and remains involved in the broader privacy discussions that involve our customers' personal information. In particular, Shaw is following very closely the developments related to access to basic subscriber information by Government Organizations. We have attended a series of consultations and roundtables organized by the federal government on this issue, to ensure we have the ability to voice concerns when a proposal disrupts the checks and balances currently in place.

This Transparency Report has been prepared in a manner that is generally consistent with the Categories of Disclosures set out in the Transparency Reporting Guidelines ("Guidelines") published by Canada's Department of Innovation, Science and Economic Development.

2017 LAWFUL ACCESS REQUESTS AND DISCLOSURES



DATA TYPE	NUMBER OF REQUESTS	NUMBER OF DISCLOSURES	NUMBER OF REQUESTS REJECTED OR CONTESTED	NUMBER OF PERSONS/ACCOUNTS WITH DATA DISCLOSED
Voluntary disclosure at the request of a Government Agency	135	132	0-100*	125**
Voluntary disclosure on the initiative of Shaw	0-100	0-100	0-100	0-100
Disclosures in emergency or exigent circumstances (including PSAP Support)	568	565	0-100	413**
Disclosure made in compliance with federal or provincial law	0-100	0-100	0-100	0-100
Court ordered (warranted) Disclosures	1447	1442***	0-100	3527***
(e) Real-time interceptions	0-100	0-100	0-100	0-100
Other Requests: Preservation demands and orders	0-100	0-100	0-100	Not Available

*Transparency Reporting Guidelines, published by Innovation, Science and Economic Development Canada (ISED) at <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf11057.html>, provide that when reporting statistics in the categories set out below, figures between 1 and 100 should be represented in a band of "0–100" to protect the operational activities and capabilities of Canadian Government Organizations.

**Circumstances may occur in which the number of disclosures or persons or accounts whose data is disclosed is less than the number of requests when the person does not have an account with Shaw.

***Circumstances may occur in which the number of disclosures or persons or accounts whose data is disclosed exceeds the number of requests by Government Organizations because requests apply to one or more persons or accounts.

NATURE OF DISCLOSURE DESCRIBED ABOVE

Voluntary disclosures at the request of a Government Organization (including law enforcement):

These are made in circumstances where a warrant or court order is not required to obtain information, including information needed to locate and notify the next-of-kin of an injured, ill or deceased person, return stolen property or assist in the search for missing or lost persons.

Voluntary disclosures on the initiative of Shaw:

These are made for limited purposes set out in PIPEDA, including reporting a crime, without a request from a Government Organization.

Disclosures in emergency or exigent circumstances:

These are made in response to requests made to assist law enforcement agencies in situations involving serious or imminent harm to any person or property without application to a judge. The disclosures are governed by relevant provisions of the *Criminal Code*, including ss. 184.1, 184.4 and 487.11, other relevant statutes, and common law.

Disclosures in compliance with federal or provincial law:

These are made in response to compellable requests made by Government Organizations under the express authority of federal or provincial legislation, such as the *Customs Act* or *Income Tax Act*, for regulatory enforcement or other government purpose.

Court-ordered (warranted) disclosures:

These are made in response to production orders, court orders, summons, subpoenas, and search warrants issued by a judge or other judicial officer. This category includes a number of different types of orders, including court orders or warrants for basic identifying information, account information, tracking data, transmission data, stored communications content and other stored data, and real time interception.

Preservation demands and orders:

Refer to demands by peace or public officers, or orders by a justice or judge requiring a person to preserve computer data for either 21 or 90 days, depending on the circumstances. Preservation demands and orders simply compel a person to not delete data in their possession or control. No information is actually obtained by Government Organizations making preservation requests. This allows Government Organizations time to submit an appropriate request for a court-authorized production order with respect to the preserved information.