



March 4, 2014

University of Toronto
140 St George Street
Toronto, Ontario, M5S 3G6

Attention: Christopher Parsons
Postdoctoral Fellow
Citizen Lab, Munk School of Global Affairs

Dear Mr. Parsons:

Re: Request for Information

We acknowledge receipt of your letter dated January 20, 2014, directed to our affiliate Shaw Media Inc.

We agree that Canadians need to be able to "have trust and confidence that their digital communications are treated with dignity and are protected from undue access, collection, retention, analysis or disclosure by third-parties".

Shaw is strongly committed to protecting online privacy rights and each customer's right to privacy of his or her personal information, in full compliance with Canada's privacy legislation.

With respect to third party requests for disclosure of information (including requests by law enforcement agencies or government organizations), Shaw relies on the standards and definitions set out in the *Personal Information Protection and Electronic Documents Act* (PIPEDA). Where PIPEDA does not provide sufficient guidance with respect to particular privacy matters, Shaw also relies upon the Privacy Commissioner of Canada's decisions, guidelines and best practice statements to govern its practices.

Shaw applies a consistent level of scrutiny and care to third party requests, and when such requests do not fulfill the standards set out by PIPEDA, no information is released. We are confident in assuring our customers and those who use Shaw's products and services that their personal information is handled with care.

We trust that the above information addresses your concerns.

Sincerely,

Shaw Communications Inc.



Zoran Stakic
Chief Information Officer

Shaw Communications Inc.
Suite 900, 630 – 3rd Avenue SW, Calgary, Alberta T2P 4L4
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