LifeWorks Privacy FAQ for Western employees

1. What services do I have available to me through LifeWorks?

LifeWorks collection and use of your personal information depends on what products and services Western University chooses to make available to you, which LifeWorks products and services you choose to participate in, and what information you choose to provide to LifeWorks.

You have the following services available to you on the LifeWorks platform:
- News Feed
- Colleague Directory
- Support and Resources (digital EAP content)
- Wellbeing (which includes self-directed CareNow Programs)
- Chat

2. What sensitive personal information does LifeWorks collect for each service?

Please note that the LifeWorks Privacy Policy covers all LifeWorks’ lines of business and services and some parts of the policy do not apply to Western University employees based on the services contracted with Western University.

For Western, LifeWorks collects Western Employee ID, first name, last name and Western email address. LifeWorks does not collect financial, employment, transaction or claims information from you. However, various health information is captured if you choose to access and complete the LifeWorks CareNow programs. All information related to Western University employees remains in Canada. The table below outlines the sensitive personal information LifeWorks collects. The information may be used to administer the products and services available from LifeWorks.

<table>
<thead>
<tr>
<th>Sensitive Personal Information Category</th>
<th>Types of Information We May Collect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health information</td>
<td>The state of your physical and/or mental health which we receive in connection with your use of our services, provided by you through connected devices or through any Assessment you complete</td>
</tr>
<tr>
<td>Health Measurement</td>
<td>Your weight, height, body mass index, waist circumference, cholesterol, lipoprotein, triglycerides, glucose and blood pressure readings, sleep patterns or other similar information provided by you through connected devices or through any Assessment you complete</td>
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<tr>
<td>Lifestyle information</td>
<td>Your alcohol consumption, tobacco/nicotine use, eating and nutrition (e.g., number of servings of food groups and nutrition related questions), cardiovascular disease risk, emotional well-being (e.g., depression and stress), and readiness to change</td>
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3. How does LifeWorks protect my privacy and keep my information secure?

At LifeWorks, we are committed to protecting the confidentiality, security and accuracy of the personal information we receive about our clients and their employees. LifeWorks complies with all federal and provincial privacy legislation as it applies to our firm and the work we perform for our clients. This includes the federal Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA requires that organizations like LifeWorks be held accountable for the protection of the personal information in their possession, and gives employees rights related to the privacy of their personal information.

LifeWorks systems, processes, and personnel all adhere to external and internal regulations regarding service to our clients’ employee plans. All policies are formally documented and are available to employees at all times on the firm’s internal database. All staff that handle personal information go through regular privacy and security training.

Finally, our security controls are audited within the scope of our annual CSAE 3416 SOC 1 audit. We also engage a well-known security services firm to conduct a penetration test of our website network on a regular basis.

4. Why do I need to agree to a consent form again on the platform?

If you have registered on the platform before August 1 2022, you will receive a request to fill out the consent form again. As part of the legal review work required to rollout additional platform features to various countries, we have made updates to our Privacy Policy, Terms of Use and LifeWorks Platform Consent. This is to ensure that we are compliant with legislation in the various regions, and so that we continue to be transparent in the processing of your personal information.

5. What is the difference between the Privacy Policy and Terms of Use?

The LifeWorks Privacy Policy describes how we process personal information from users, including the collection, use, and disclosure of that information, as well as how we keep it safe. Its scope includes all of the services that LifeWorks has to offer. The Terms of Use describe the rules and standards that are in place that a user must abide by when using the LifeWorks platform. Unlike the Privacy Policy, the Terms of Use is specific to use of the LifeWorks platform.

6. Does LifeWorks share my information with 3rd parties?

LifeWorks may share your personal information with:

- Other LifeWorks entities in order to serve you, including for our internal management and administrative purposes.
- Third party service providers who are required to keep your information confidential and secure and are restricted from using or disclosing information for reasons other than performing services on our behalf or to complying with legal requirements.
• Third parties and partners in the event of a potential merger or acquisition, transfer of assets, reorganization, or bankruptcy. These parties are also required to keep your information confidential and secure and are restricted in their use of information to this purpose.
• Government, regulatory and law enforcement agencies to meet our compliance, regulatory, and risk management obligations or to comply with the law.
• Your sponsoring organization or health plan provider when you provide your express or implied consent (where this is permitted by law) or if LifeWorks is required to do so by law.
• LifeWorks may share de-identified, aggregated, or anonymized information with our clients for reporting purposes, including usage of our services, and with third party service providers for use in creating marketing materials, cases studies and statistical analyses. This allows LifeWorks, its clients, and our respective third-party service providers to understand how we are performing, or develop relevant products, services or offers.