



EXPRESS SCRIPTS®

Express Scripts Canada Consent Statement



Welcome!

This Consent Statement is intended to **explain how Express Scripts Canada collects, uses and discloses information** in the course of providing its member/employee benefit plan services and/or its pharmacy services.

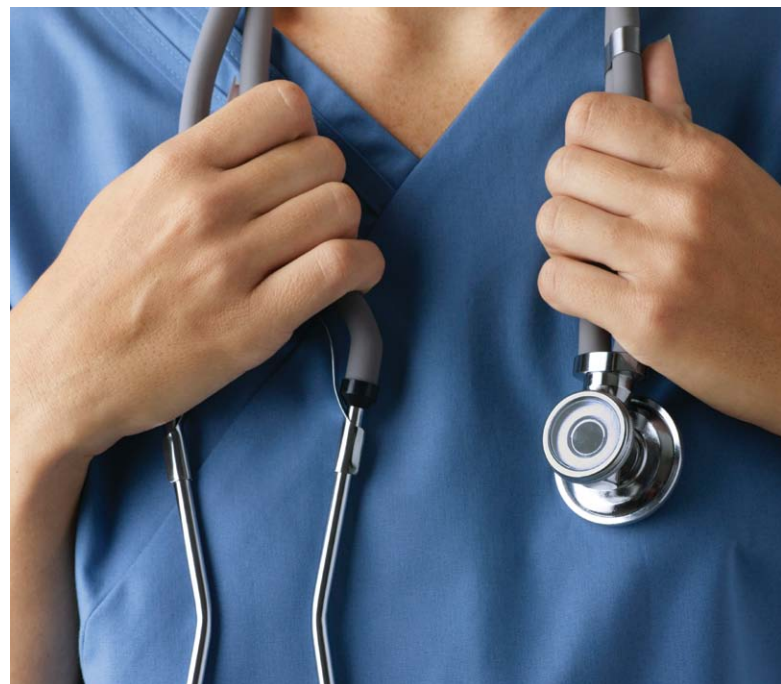
Please read this entire Consent Statement before consenting to a confidential consultation based on your recent use of medications or submitting information for the purposes of participating in pharmacy or other services. Express Scripts Canada is intended for use by residents of Canada.

Your Consent

By requesting a confidential consultation or by submitting information to us for the purposes of participating in pharmacy or other services, you agree with the terms of this Consent Statement.

You consent to the collection, use and disclosure of information in accordance with this Consent Statement. You also consent to your insurance carrier providing your employee benefit enrolment information and/or recent pharmacy claims data to Express Scripts Canada.

In addition, you certify that permission has been obtained from your eligible dependents for Express Scripts Canada to collect, use and disclose their prescription history and/or personal information in accordance with this Consent Statement.





Active Information Collection

Express Scripts Canada actively collects information by asking participants in our programs to respond to specific questions. We also collect information from our participants by allowing them to communicate with us via website, telephone Interactive Voice Response (IVR), call centre advisor, or via email, paper forms and/or text message.

In the process of using our services, you may submit information that can be used to identify you, such as your name, name of your employer/benefit plan sponsor, home mailing address, home phone number, medication/prescription history and date of birth. You may also be asked by Express Scripts Canada to submit information in order to use our services (such as prescription transfer and order processing or a confidential consultation).

Express Scripts Canada provides, in accordance with its Corporate Privacy Policy found at www.express-scripts.ca/privacy-policy, a process for participants to access their personal information, ask for changes to this information or alter the terms of participant consent to Express Scripts Canada for the collection, use or disclosure of their personal information.

Passive Information Collection

If you choose to use our website, we may collect certain information passively (i.e., information gathered without you actively providing the information, which information will not be used to identify you) using various technologies and means, such as Internet Protocol addresses, “cookies,” Internet tags and navigational data collection.

The Express Scripts Canada Internet Privacy Practice describes these technologies and is available by request from the Privacy Officer at ExpressScriptsCanada_Privacy@Express-Scripts.com.

Use and Disclosure of Information

If you use our pharmacy services, we may use your information to communicate information to you, and we may need to use and disclose your information to third parties, but only:

1. To your medical providers who prescribe prescription medications for you, including for the purposes of discussing a potential substitution of a medication, and disclosures to medical providers in an emergency situation or if your health is in danger.
2. To your prescription insurance carriers, as necessary to submit claims for payment for you.
3. To Health Canada, to the Provincial College of Pharmacists and to other persons as required by law.

For all of the Express Scripts Canada services you use (e.g., employee/member benefit plan services and pharmacy services), we may use your information as follows, and we may need to use and disclose your information to third parties (excluding information of eligible dependents), including for such purposes as follows:

1. To contact you to conduct surveys on the quality of our services.
2. To identify and/or contact you regarding potential medication or therapeutic cost savings and/or treatment options (e.g., use of brand drugs versus generic drugs, or other therapeutic alternatives/programs).
3. To contact you to notify you of any benefit coverage rules or requirements specific to medications you may be using.
4. To enrol, process or determine your eligibility for certain benefit plan coverage under your employer/sponsor benefit plan.
5. To certain persons in response to a court order, subpoena, search warrant, law or regulation.
6. To contractors we use to support our business, in which case we will require such third parties to agree to treat it in accordance with this Consent Statement and Express Scripts Canada's Privacy Policy found at www.express-scripts.ca/privacy-policy.
7. In the event Express Scripts Canada is acquired, merges with another entity, becomes insolvent and/or declares bankruptcy, your information may be transferred or sold to another entity. However, this would only be done in accordance with applicable laws to ensure your personal information privacy rights are protected.

We may also disclose information, as permitted by privacy laws and regulations, to corporate affiliates, parents and other entities owning or controlling, owned or controlled by or under common ownership or control by Express Scripts Canada; however, we will only disclose information that has been "de-identified" and therefore does not provide any information that is identifiable to you. This de-identified information is used by these parties for research purposes to identify improvements in the services we provide.

To support the management and delivery of pharmacy services to you, it may be necessary to leave you voice mail messages at the contact phone number you provide us. You consent to Express Scripts Canada's pharmacy leaving you voice mail messages with identifying personal health information (e.g., including status of the delivery or renewal of your prescription) at the contact phone number you provide us.

In addition, Express Scripts Canada is always seeking better ways to serve you or to suggest benefit designs for your employer or health plan. In this regard, we may perform statistical analyses of the traffic patterns, site usage and behaviors associated with our websites, analyses of utilization information in the aggregate to study outcomes, costs, and provider profiles.

We may use these analyses of aggregate data to generate new information which we may sell or disclose to other companies or organizations, including Express Scripts Holding Company. In these circumstances, we will only disclose information that has been "de-identified" and therefore does not provide any information that is identifiable to you.

How to Correct or Update Your Information

You can correct or update your personal information at any time using the following options:

Call the Express Scripts Canada Member Contact Centre toll-free at **1 855 550-MEDS (6337)**.

Write to the Express Scripts Canada Pharmacy
Express Scripts Canada
Member Contact Centre
3080 Yonge Street, Suite 3002
Toronto, ON
M4N 3N1

Security

Express Scripts Canada is committed to protecting your personal information. Your privacy is, and has always been, very important to us. It affects all aspects of our business from how we communicate with you to how we handle your personal information. You may find additional information about our privacy and security commitment and practices at www.express-scripts.ca/privacy-policy and www.express-scripts.ca.

By using the email service, you accept the risk of transmitting information from Express Scripts Canada to and from your personal email address in an unsecure environment. If you are receiving email correspondence at an employer's email address, please note that, under law, the employer may be permitted to view the contents of any email messages received at this address. If you are concerned about the confidentiality of your email messages with your employer, you may wish to use a personal email address.

Moreover, where you use passwords, ID numbers, or other special access features, it is your responsibility to safeguard them. You should keep in mind that no transmission is ever 100% secure or error-free.

How to Contact Us

If you have any questions about this Consent Statement, you can contact our Privacy Officer at:

Express Scripts Canada Privacy Officer
Phone: 1.888.677.0111, or
Email: ExpressScriptsCanada_Privacy@Express-Scripts.com
5770 Hurontario St., 10th Floor
Mississauga, ON L5R 3G5

Changes to this Consent Statement

Changes to this Consent Statement will be posted at www.express-scripts.ca along with a reference to the updated effective date. This Consent Statement was last updated on 01/11/13.

