

AUSTRALIA CLIENT PRIVACY STATEMENT

Revised June 2020

This statement sets out how Canadian Imperial Bank of Commerce, Sydney Branch (“CIBC Sydney Branch”) and CIBC Australia Limited will process personal data about you, our client, as a data controller.

This privacy statement will apply to you, whether you provided your information directly to us or we have obtained it from a different source, such as a third party.

Your privacy is important to us: We value the trust you have placed in us by choosing CIBC as your financial services provider. At CIBC, protecting the privacy and confidentiality of your personal information is very important to us and an integral part of our commitment to service excellence.

Your privacy is important to you: We encourage you to read this privacy statement so that you can understand how we collect, use, share and protect your personal information and how you can manage your information in a way that best suits you. To help you understand our privacy statement, here are some important terms you should know:

- “Personal information” or “information” means information about an identifiable individual such as contact information, account numbers, or details such as age, marital status, and financial information. This information can be in any form including paper, electronic, video or voice recording.
- “CIBC,” “we,” “our” or “us” in this document refers to CIBC Sydney Branch, CIBC Australia Limited.
- “CIBC Foreign Affiliates” means Canadian Imperial Bank of Commerce’s businesses, affiliates and subsidiaries outside of Australia, including Canada, United States, United Kingdom, Hong Kong SAR and Singapore.
- “Permitted or required by law” or “legal and regulatory obligations” means actions that we are permitted or required to do under any laws or regulations, or any rules, codes, guidelines, expectations, or requests of any applicable regulator or self-regulatory organization, or under any codes, programs or principles publicly adopted by CIBC.

About this privacy statement

This statement applies to the collection, use, or sharing of any personal information collected by CIBC in the course of conducting its business in Australia and will continue to apply for so long as CIBC may hold your information (including after the termination of any of your product or services agreements with us). By providing us with information, you are consenting to the collection, use or sharing of your information as set out in this privacy statement.

This privacy statement and our other privacy-related documents will be updated from time to time in order to reflect changes in our information practices. The most recent version will be available online at www.cibc.com. We encourage you to periodically check our privacy statement to ensure that you are aware of the most recent version.

What we collect and how we collect it

The type of personal information we collect will depend on various factors such as the type of products or services you request or use and any applicable legal and regulatory obligations. This information includes:

Contact information that allows us to communicate with or contact you (e.g. address, telephone number, email or other electronic address, social media account name and fax number).

Identity information that allows us to identify you, authenticate you (e.g. voice recognition) or to meet tax, anti-money laundering and other “know your customer” legal and regulatory obligations (e.g. name, date of birth, occupation and government-issued identification).

Financial information that allows us to determine creditworthiness or eligibility for or appropriateness of products or services (e.g. financial history with others, income, net worth, investment knowledge and objectives and details of security provided for loans).

Transactional information about how you use different products or services or otherwise do business with us (e.g. trade and payment history).

Another Individual’s information we request, or you provide, about another individual (e.g., an authorized signatory, a director or beneficial owner of an account established and maintained in the name of an entity, e.g., a company, a trust or a foundation). If you provide us with information about another individual, we will assume you have the authority to provide this information and to consent to its collection, use or disclosure for the purposes set out in this statement. We collect information from a variety of sources but much of the information comes from you (e.g. communications with us).

We may also collect information from other sources such as, references you have provided, government or financial institutions or from public sources such as telephone directories, newspapers, Internet sites, annual reports or government agencies and registries or public records.

We may monitor or record communications between you and our representatives (e.g. telephone calls, video conferencing) in order to enhance and maintain client service quality, to protect you and CIBC, to confirm our discussions with you or for training purposes.

How we use and share information

When we make reference to sharing information within CIBC it means sharing among CIBC and CIBC Foreign Affiliates.

We use and share personal information to:

Provide you with products or services

- Establish your identity and determine your eligibility for products and services
- Help to ensure that the advice, products and services offered to or purchased by you are appropriate for you
- Set up, manage, administer and maintain your products and services

Communicate with you

- Send communications by various methods, such as mail, email, text message, telephone, fax, other telecommunication channels or social media

Provide you with value

- Better manage and improve your overall relationship with CIBC, including monitoring, reviewing or improving client service and business processes to make it easier to do business with us
- Encourage you to continue doing business with us

Manage our business

- Perform our everyday business and operations including record keeping or internal reporting
- Understand and better manage CIBC's business and to develop products and services, including conducting market research or analysing data we hold about you
- Use third-parties to perform services on our behalf
- Manage CIBC's credit, business and other risks as may be required to operate as an effective, efficient and financially prudent financial institution
- Meet tax or legal and regulatory obligations
- Protect you and us from error and criminal activity including the prevention, detection and investigation of fraud, money laundering, cyber threats and other such risks and threats (e.g. we will review and analyse your applications, transactions and other information to help us identify various types of threats and risks such as credit, fraud and money laundering)

Some of the specific ways we use and share your information within CIBC or with CIBC Foreign Affiliates and other third parties include:

- **Protect you** – Where you might be a victim of fraud, financial abuse, or other illegal activity or where we have reasonable grounds to believe your interests can best be served by taking action, we may share information with the appropriate legal or governmental authorities. . In these circumstances, we will only share information we believe is reasonably necessary to protect your interests.
- **Protect us** – Where permitted by law, we share information to protect our rights or interests. For example, where we are involved in judicial, administrative or regulatory proceedings, or other similar processes including enforcing our rights (e.g. to collect on a debt). We may also share information, in order to comply with any legal and regulatory obligations, including any subpoena, warrant, judicial or administrative orders, or valid demands or requests from governments, regulators, courts and law enforcement authorities in Australia, Canada or other jurisdictions or countries. We may also collect, use or share information without consent where permitted by law.

- **Business transactions** – If we enter into a business transaction involving personal information, or when considering such transactions, such as selling or securitizing assets, we may share information with the other parties to the transaction (e.g. as part of due diligence or on completion of the transaction). We require that the other parties keep this information confidential and limit its use to the purposes of the transaction. Where we enter into a business transaction involving the purchase of information by us, this privacy statement will apply to our collection, use and sharing of the purchased information (which may include information we continue to hold beyond the end of your relationship with us). If we sell assets, the purchaser may be permitted or required by law to retain certain information for a period of time. We may also share your information with the beneficial owner of a product or service we provide you.
- **CIBC Foreign Affiliates** – We may share information with CIBC Foreign Affiliates, to manage your overall relationship with us including opening and servicing your account(s) or executing your transactions and maintaining information about you, to manage and assess risks and operations, to perform analytics and to process and store information utilising CIBC Foreign Affiliates' technology and devices and to comply with legal or regulatory obligations.

Personal information shared with CIBC Foreign Affiliates will be subject to the privacy policies of those affiliates and the laws of those countries. The disclosure of personal information with CIBC Foreign Affiliates and other third parties may involve the transfer of personal information outside of Australia, in particular to CIBC Foreign Affiliates located in Canada, United States, United Kingdom, Hong Kong SAR and Singapore.

Protecting your personal information

At CIBC, we take the protection of your personal information seriously. We make reasonable efforts to prevent unauthorized use, sharing, loss and theft of information. We regularly audit our security procedures and assess that they remain effective and appropriate.

Our employees who have access to your information are made aware of the importance of keeping it confidential. Depending on the nature of the information, it may be stored in the office where you regularly do business, in various computer systems or in the record storage facilities of CIBC, CIBC Foreign Affiliates or service providers.

Where we use service providers who might have access to information, we select them carefully and require them to have privacy and security standards that meet CIBC's requirements. We use contracts and other measures with our service providers to maintain the confidentiality and security of your information and to prevent it from being used for any other purpose other than that for which it was intended.

CIBC, service providers and other third parties (including CIBC Foreign Affiliates) with whom we share information under this privacy statement, may perform activities outside of Australia. These activities include risk management functions, legal and compliance functions, finance and operations functions, "know your customer" or anti-money laundering functions, as well as information collection, analysis, and storage. As a result, your information may be securely used, stored or accessed in other countries and be subject to the laws of those countries. For example, information may be shared in response to valid demands or requests from government authorities, courts and law enforcement officials in those countries.

The length of time we keep your information will vary depending on the product or service and the type of information we have. We keep your information for as long as we reasonably need it for customer service, legal or reasonable business purposes. For these reasons, we keep your information beyond the end of your relationship with us. When your information is no longer

required, we securely destroy it or delete personally identifiable information. Your information is retained, stored and destroyed in accordance with internal CIBC record retention policies, guidelines, standards and procedures.

Information may be stored and processed in any country where we have affiliates or service providers. By using our products or services, you consent to the transfer of information to countries outside of Australia — including Canada, United States, United Kingdom, Hong Kong SAR and Singapore — which may provide for different data protection rules.

Your privacy choices

Subject to legal, business or contractual requirements, you can withdraw your consent to our collection, use or sharing of information at any time upon giving us reasonable notice. However, withdrawing your consent may limit or prevent us from providing you with, or being able to continue to provide you with, specific products and services. In certain circumstances, your consent cannot be withdrawn. For example, you may not withdraw your consent where our collection, use or sharing is permitted or required by law, is required to ensure we have correct and up to date information about you (e.g. current address) or is necessary to manage our business including the sharing of information when we assign our rights to others for business transactions.

Keeping your information updated

We make every reasonable effort to keep the information in our records as accurate, complete and up to date as necessary — for the purposes for which it is used. However, we also rely on you to tell us when your information changes. Keeping your information accurate and up-to-date allows us to continue to offer you the highest quality service.

Accessing your information

You have the right to access and correct personal information we hold about you. We will endeavour to meet your request in a timely manner and will provide it in a different format as required.

Erasure of your information

You are entitled to ask us to delete or remove personal information in certain circumstances. There are also certain exceptions where we may refuse a request for erasure, for example, where the personal data is required for compliance with law or in connection with claims.

Transfer of your information

You may request the transfer of certain of your personal information to another party.

Addressing any privacy concerns

If you have any complaints, questions or concerns about this privacy statement or our privacy practices, please let us know right away by contacting us below. If you choose to email us, please do not include sensitive information.

Attention: Privacy Single Point of Contact
Canadian Imperial Bank of Commerce
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Hong Kong
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