Privacy Statement

The Bank of Canada (the "Bank") respects the privacy of the individuals who interact with it, or whose personal information it collects, through the operation of the Retail Payment Supervision Program and this site. All personal information held or collected by the Bank is managed in accordance with the requirements of applicable legislation, including the *Retail Payments Activity Act* and the *Privacy Act*.

In this Privacy Statement, "personal information" has the same meaning as found in the Privacy Act and means "information about an identifiable individual that is recorded in any form".

Collection and Use of Personal Information

Personal information is obtained by the Bank in connection with the administration of the Retail Payment Supervision Program under authority provided by the *Retail Payments Activities Act* ("RPAA") and related purposes. Subject to applicable legislation, all information obtained by the Bank under the RPAA and any information prepared from that information is treated as confidential.

For registrants, whether individuals or entities, the RPAA requires the submission of information, some of which may constitute personal information, relating to applicants; parties seeking to acquire or otherwise obtain control of successful registrants; agents and mandataries; third-party service providers; and Payment Service end users of applicants.

The personal information collected includes information pertaining to:

- Name, address, contact details
- Banking account information
- Details of applicants' shareholdings and business interests
- Details of applicants' directorships and other senior positions
- Details of applicants' agents and mandataries that perform retail payment activities
- Details of applicants' third-party service providers
- Declarations concerning place of business in Canada and whether the place of business is a dwelling-house
- Declarations concerning registration under a provincial Act respecting retail payment activities
- Any other information prescribed for the purposes of the administration or enforcement of the RPAA

The Bank uses information collected in connection with the Retail Payment Supervision Program to:

- Administer compliance with, or enforcement of, the RPAA
- Process applications for registration, including the payment of required fees and administrative monetary penalties

- Publish the name, address and any prescribed information of a registered Payment Service Provider
- Publish the names and prescribed information of applicants during the RPAA transition period
- Publish violations and penalties in accordance with section 93 of the RPAA
- Communicate with applicants, registrants, or their authorized legal representatives
- Maintain security measures to protect this site and information provided through it

Sharing and Disclosure of Personal Information

Other than as permitted or required by applicable legislation, personal information pursuant to the Bank's obligations under the RPAA is not shared with anyone except within the Bank or with service providers.

The RPAA requires the Bank to provide completed applications to the Minister of Finance, FINTRAC, or a designated person or authority for possible review.

Certain registry information is publicly searchable as permitted under the *RPAA* and the *Privacy Act* because the public interest outweighs potential privacy concerns.

Third-party service providers assisting in site operations are contractually required to maintain appropriate security and ensure data retention in Canada.

Fee Processing

In connection with the payment of required fees, the Bank may use the services provided by a third-party service provider for some types of payments. The Bank receives information from such third-party service providers in order to obtain the details of the transaction for the receipt and to determine whether the transaction was approved or declined.

Accuracy and Retention

Registrants must ensure information provided to the Bank is accurate, current, and complete. The Bank endeavours to ensure personal information in its possession meets these standards.

Personal information is retained for as long as necessary to fulfil the purpose for which it was collected, in accordance with internal policies and the *Library and Archives of Canada Act.*

Security

The Bank applies safeguards consistent with the RPAA, Privacy Act, and Government of Canada security policies to protect personal information.

Access to personal information is limited to employees or service providers with a demonstrated need to know.

Access and Privacy Administration

Canadian citizens or permanent residents may request access to personal records held by the Bank. The Bank provides guidance on access requests and complaints to the Privacy Commissioner.

Information collected is described in Personal Information Banks as required by the Privacy Act.

Website privacy practices

This website is an affiliate site of the Bank of Canada. All data collected through this website is managed in accordance with the Bank of Canada's *website privacy practices.*

Amendment of This Statement

This Privacy Statement is effective as of June 2026 and may be amended from time to time. Changes apply to all information held by the Bank.