

2020 Transparency Report

Introduction

In 2013 Rogers published its first Transparency Report to provide our customers and stakeholders with information about the number of requests for personal information of our customers we received from law enforcement and government agencies. This year's report, based on 2020 data, marks our eighth year of publication.

2020 was a unique year, with the world changing because of COVID-19. The pandemic had a profound impact on communities, our employees, and our customers. As a company, we worked tirelessly to keep Canadians connected to what matters, from staying in touch with loved ones, learning and working from home, and accessing vital services, to helping businesses participate in the digital economy.

How we operate

Rogers works hard to earn and maintain our customers' trust. Protecting the privacy of our customers' personal information is important to our company, our leadership, and all employees within our organization.

In some circumstances, we are required by law to disclose our customers' personal information. For example, under a court order or a request from a governmental authority with the legislative mandate to make such a request. We also disclose information to law enforcement agencies in emergency situations involving risk of death or serious physical harm.

Effective Collaboration

Rogers is committed to fostering strong relationships with Canada's law enforcement and public safety agencies. While we will meet our obligations to respond to agencies and authorities' lawful demands, in the interest of protecting privacy, we do not go beyond what is mandated by law.

The dedicated professionals in our Lawful Access Response team are at the heart of this disclosure process. They work diligently to review and analyze each demand received before disclosing any customer data. This team of experts operates in a manner consistent with our customer-first philosophy. They work closely with the requesting agencies to amend and minimize the scope of specific requests where the request appears invalid or overreaching. For example, in 2020 we engaged in discussions with law enforcement to narrow the scope of requests that would have impacted 3,052 customers and we rejected 58 foreign requests for information that did not come through the proper legal channels.

Conclusion

Rogers knows that privacy is important to Canadians. Advances in technology and the growing digital economy mean that organizations are managing more personal information than ever before. Rogers will continue to protect the confidentiality and privacy of the information entrusted to us. If you wish to learn more about how we manage personal information, please visit our Privacy website <https://about.rogers.com/cyber-security/privacy/>.

Sincerely,

Deborah Evans
Chief Privacy Officer
Rogers Communications Inc.

Requests from Law Enforcement and Government Agencies

Court Order/Warrant¹

A court order or warrant includes production orders, summonses, subpoenas, and warrants issued by a judge or other judicial officer. These are issued under the Criminal Code of Canada. It compels us to provide customer information to police and other authorities, or to attend court or to provide evidence testimony about customer information.

Number of Customers Impacted: 251,514

Government Requirement Letters²

An order issued under legislation such as the Customs Act or Income Tax Act that compels us to provide customer information to the requesting agency.

Number of Customers Impacted: 1,219

Foreign Requests³

We don't respond directly to requests from foreign government agencies. We do advise them to have their national justice authority contact the Canadian Department of Justice. If a treaty or convention exists between the two countries, a request can be processed by Canadian authorities and an order issued by a Canadian court. In such a case, we are compelled to provide customer information to the authority in Canada that is conducting the investigation.

Number of Customers Impacted: 18

Requests from Law Enforcement Agencies and 911 Emergency Responders

We assist police services and first responders in emergencies and exigent circumstances, such as missing persons cases and individuals in distress.

Number of Customers Impacted: 88,760

Total Number of Customers Impacted: 341,511

¹Includes 1,018 "tower dump" court orders requiring disclosure of phone numbers (and in some cases names and addresses) of subscribers connected to a specific cellular tower.

²A request for information by a government body with the authority in applicable legislation to require Rogers to disclose customer information. For example, under the Income Tax Act or Customs Act.

³These are requests from foreign governments received through the Canadian Department of Justice (court ordered pursuant to the Mutual Legal Assistance Treaty).