



Frequently Asked Questions about Communitech's New Terms of Service

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Frequently asked questions

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Why do I have to provide my data to Communitech?

Communitech receives significant funding from our government partners at all levels: federal, provincial and local. Our government partners are looking to better understand how our companies are growing and how their investments are helping companies. In addition, Communitech evaluates the impact of our programs on the growth of our companies. For example, we look at companies who've been part of our programs and compare their growth to that of similar companies who haven't participated in our programs. We need to collect data and provide it to our funders, such as the Province of Ontario and the Government of Canada to demonstrate that the companies we support are creating a positive economic impact in Waterloo Region. We demonstrate this impact by collecting your (client) data and using it to show our funders that the companies we support are creating jobs and generating revenues. This is essentially Communitech's scorecard with our funders. Without this data, we cannot continue providing our free/highly subsidized services.

Who will you be sharing my data with?

Your data will be shared with MaRS Data Catalyst, who collects and aggregates data from the Regional Innovation Centres around Ontario. MaRS Data Catalyst collects and aggregates this data on behalf of the Government of Ontario and shares it with the governments both provincially and federally as required.

What data will you be sharing?

The data we share will include:

- your CRA business number;
- the number of full-time and part-time employees you currently have;
- any patents you've issued;
- investment funds raised (including Angel, VC, financial institution, or other);
- federal or provincial government grants and investment funds received (e.g. IRAP funding);
- M&A data and;
- revenue.



Why is the government interested in all this anyway?

Our government partners are looking to better understand how our companies are growing and how their investments are helping companies. They are using this data to help them make good decisions about where to invest government dollars going forward.

What is Communitech's commitment to make sure my company data is protected?

We are committed to the principles inherent in PIPEDA and GDPR, and particularly to the concepts of privacy by design, the right to be forgotten, consent and a risk-based approach.

In addition, we aim to ensure:

- transparency with regard to the use of data;
- that any processing is lawful, fair, transparent, and necessary for a specific purpose;
- that data is accurate, kept up to date and removed when no longer necessary;
- that data is kept safely and securely and;
- that data is anonymized whenever possible.

In addition, we endeavour to uphold our data processors to this same standard.

Some of my data is highly confidential and my board has told me not to share it. Can I still access Communitech's services?

This is something that would need to be discussed with our leadership team. Please contact your Communitech Advisor who can help facilitate this discussion.

What happens if I don't share my data with Communitech?

Beginning in mid-2020, data collection is a firm requirement of Communitech from the government. At that time, we will be required to collect data from all companies we provide services to.



What happens if there is a data breach?

As a data controller, in the case of a data breach, Communitech will notify all members affected by the breach not later than 72 hours after having become aware of it.

The notification shall at least:

1. Describe the nature of the data breach including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of corporate or personal data records concerned.
2. Communicate a contact point where more information can be obtained.
3. Describe the measures taken or proposed to be taken to address the data breach, including, where appropriate, measures to mitigate its possible adverse effects.

Where it is not possible to provide the information at the same time, the information may be provided in phases without undue further delay.

Why has Communitech introduced new Terms of Service?

There have been a lot of changes to the services Communitech offers to our startup and scaling clients. The new terms reflect these changes, along with the change in requirements to provide data.

I'm still working out my idea. Can I access some of the Resources you mentioned in the Terms? Especially the growth coaches!

As a company in the early phases, you have access to Communitech's Startup focused Peer2Peer Group, online resource library and one to many workshops. If you're a female founder, you can also apply for our Fierce Founders Bootcamp. Our advisors and growth coaches may be available to companies that have established MVP and are actively selling their solutions.