

Privacy Policy

At Greenrock Real Estate Advisors, Greenrock Property Management Ltd. and Greenrock Commercial Services (collectively, “**Greenrock**”) we uphold high standards when it comes to protecting the personal and confidential information that is provided to us. This Privacy Policy describes how Greenrock collects personal information of tenants and prospective tenants to our properties relating to our business, including through our website, how we manage that information and the circumstances under which Greenrock may disclose that information.

Employees and prospective employees of Greenrock can review how Greenrock collects, uses and discloses their personal information in Greenrock’s Employee Privacy Policy or by contacting Greenrock’s Privacy Officer using the contact information below.

Personal Information

Personal information in this Privacy Policy means information about an identifiable individual and as defined from time to time in applicable privacy legislation. This may include a person’s name, email address, phone number and mailing address. Personal information does not include business contact information such as a person’s name, title or position, business address, telephone number, or email address.

How and why we handle personal information

Greenrock collects a range of personal information from tenants and prospective tenants, including contact information (mailing addresses, electronic addresses and phone numbers), account information (eg. credit card numbers), biographical information (eg. age, income, occupation). We use this information for the following primary purposes:

- Check references;
- Confirm identity;
- Confirm the qualifications to pay rental fees;
- Verify identity;
- Identify and prevent fraud;
- Deliver appropriate services and/or maintenance on behalf of our customers;
- Contact a tenant or occupant for emergencies or repairs;
- Carry out the business of renting or leasing commercial or residential space or suite;
- Carry out the business of selling real estate;
- Carry out the business of managing real estate assets;
- Report information to regulatory and industry agencies;
- Create statistical information to assist with marketing;
- Carry out surveys and feedback to improve our services;
- Comply with the law or tax requirements;
- To provide deposit information to banks.

Use and Disclosure

Unless authorized or required by law, Greenrock will only use or disclose personal information where necessary to fulfil the purposes for which that information was collected.

Greenrock may transfer personal information to service providers that perform services on our behalf, or otherwise to collect, use, disclose, store or process personal information on our behalf for the purposes

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described in this Privacy Policy. It may also disclose your personal information as necessary to meet legal, regulatory, insurance, audit and security requirement and otherwise with your consent or as permitted or required by law. Some of these service providers may be located outside of Canada, including the United States or other countries outside of Canada and your personal information may be collected used, disclosed and processed in those countries outside of Canada for the purposes described in this Privacy Policy and be subject to applicable laws in those jurisdictions. For example, your personal information may become accessible to law enforcement and national security authorities in those jurisdictions.

Consent

Greenrock collects, uses and discloses your personal information with your consent or as permitted or required by law. If you choose to provide your personal information to Greenrock, you signify your consent to the collection, use and disclosure of your personal information in accordance with this Privacy Policy. You may withdraw such consent or opt-out of certain uses and disclosures. To do so, please contact Greenrock's Privacy Officer using the contact information below.

Access

Upon your written request, subject to certain exceptions, Greenrock will inform you of the existence, use, and disclosure of your personal information and will give you access to that information. Access requests should be sent to Greenrock's Privacy Officer, using the contact information below.

Security and Retention

We are committed to ensure that your personal information remains secure. Greenrock has implemented reasonable physical and technical measures to protect personal information in our custody and control against unauthorized access, collection, use, disclosure, copying, modification or similar risks. We review and upgrade, as necessary, our storage and security systems (electronic and paper) on a regular basis. Access to personal information is only used by those that need it to provide Greenrock services.

Greenrock will only retain your personal information for as long as required to fulfill the purposes for which it was collected or as may be required by law. When no longer required, Greenrock will destroy, erase, anonymize or dispose of your personal information using appropriate security measures.

Online Information Collection & Use

While using any Greenrock website, portal work request or survey, we may ask you to provide us with certain personal identifiable information that can be used to contact or identify you. Personal identifiable information may include, but is not limited to, your name and email address. If you provide such information you are agreeing to our use of this information for the purpose of the request.

Log Data

We collect information that your browser sends whenever you visit our website ("**Log Data**"). This Log Data may include information such as your computer's Internet Protocol address, browser type, browser version, the pages of our site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this information.

Communications

We often communicate directly with individuals about services and promotions through our newsletters and marketing materials, but only do so based on consent. We also provide individuals with a means of telling us if they do not wish to be contacted. When we send commercial electronic messages, we do so in compliance with

the specific requirements set out in Canadian anti-spam legislation to the extent it applies. We do not sell or trade personal information with other companies.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our website.

Changes to this Privacy Policy

This Privacy Policy is effective as of April 17, 2020.

We reserve the right to update or change our Privacy Policy at any time and you should check our website for updates to this Privacy Policy periodically. Your continued use of our services after we post any modifications to the Privacy Policy on this page, will constitute your acknowledgement of the modifications and your consent to abide and be bound by these changes.

Privacy Officer

Greenrock welcomes questions or comments about its privacy practices. For more information on Greenrock's privacy practices, including requests for access, concerns or complaints, please contact:

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