



PARK PROPERTY MANAGEMENT INC.

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## **Privacy Policy**

This Personal Information Policy and Procedures outlines how we manage personal information and safeguard individual privacy in accordance with the *Personal Information Protection and Electronic Documents Act*, of January 1, 2004.

Privacy of personal information is an important principle to Park Property Management Inc. along with the various companies for whom we manage properties. While it is a reality of doing business that we must collect personal information, we are committed to doing so in a responsible manner. We also try to be open and transparent as to how we handle personal information. This document describes our privacy policies.

The following concepts are at the foundation of Park Property Management Inc.'s approach to privacy protection as it relates to our existing tenants, prospective tenants, condominium owners, contractors and employees:

- Park Property Management Inc. will collect, use or disclose personal information only for authorized purposes.
- Park Property will comply with all Provincial and Federal privacy laws.
- We will preserve the confidentiality, accuracy and security of your personal information.
- These principles will guide us in the collection, use, retention and disclosure of your personal information throughout all of our field offices.
- Park Property's "Privacy and Security Policy" will be applied with diligence and care to all our undertakings.

It is necessary for landlords to assess potential tenants for their suitability as tenants and have necessary basic information should they become tenants. Park Property Management Inc. will confirm this information, check references and then conduct a history check of the prospective tenants. This might include following up with other individuals identified during the course of these inquiries as having relevant information (i.e. a person identified by a reference you provided to us). We, or our client, may also contact appropriate public sources or a credit agency and/or a consumer reporting service for information about your suitability.

Information obtained during the course of the tenancy may be used for purposes of enforcing any term of the Tenancy Agreement and to obtain a Consumer Report in the event the Tenant is in arrears of rent or wishes to renew their Tenancy Agreement.

Consent to use the information supplied by prospective tenants is requested through a signature(s) on the "Rental Application" form and if they become a Tenant. By signing the form the Applicant gives permission to the Landlord or his Agent to perform credit checks, to contact current and previous employers, previous landlords, references or to take any other reasonable steps to assess the Rental Application for credit worthiness. Additional consent is granted by signing the Tenancy Agreement, if accepted to become a new tenant.

It would be rare for us to collect any personal information without the tenant's express consent, but this might occur in the case of an emergency (i.e. the tenant is unavailable), where we believe the tenant would consent if asked and it is impractical to obtain consent (i.e. information obtained by a relative about an absent tenant, or a building emergency may necessitate entering the suite), appropriate public sources (i.e. government, court or tribunal records) or to investigate a breach of the tenancy agreement or contravention of the law.

If you withdraw your consent or refuse to provide certain personal information requested, it quite likely will mean that we cannot provide you with a rental apartment or the services or information you require.

Personal information is only collected for necessary reasons and not indiscriminately. If we require information for any other purpose you will be notified of the new purpose and subject to your consent, and that new purpose will become an identified purpose. Park Property will only collect personal information by fair, lawful means and an appropriate staff member will be able to explain why the information is needed. We do not provide your personal information to marketing services or other organizations.

Information gathered on potential tenants who do not rent, is returned. Data on tenants is accumulated throughout the tenancy agreement until lease termination, at which time the information is then retained for a period of seven years, being the period required by Canada income tax law, before being destroyed in a secure manner.

We will strive to keep your personal information as accurate, complete and up to date as necessary, taking into account its use and the interests of the individual. Personal information will only be updated when necessary to fulfill the specified purposes. If either party feels the use or disclosure of out of date or incomplete information would harm the individual, a request can be made to resubmit more accurate and current data. Personal information relating to tenants normally is available at Park Property's management office serving the resident's apartment building or condominium unit.

All of Park Property Management Inc.'s staff are responsible for maintaining and protecting all Personal Information under their control. We do not sell or transfer any personal information outside Park Property Management Inc. other than where explicit reference is made and approval obtained from you when you provide the information, or where passing that information to third parties is necessary to provide you with the information or service requested.

Information is kept at our premises, which are secured by an alarm system when office staff are not present. Information stored electronically is protected by passwords and other data security precautions are in place. If you are involved in any form of electronic banking for the purpose of paying your rent or condominium fees, your banking information is encrypted for your protection through software Park uses, supplied by the banking industry.

All individuals supplying personal information have the right to request to view the information relating to them, with some exceptions. Often all you have to do is ask, but it is possible we may request that you state your reason in writing. If we cannot give you access, we will tell you within 30 days, explaining as best we can why we cannot give you access. We may only refuse access as authorized by law, and in any event will provide you with a written explanation for refusing your request. We can help you identify what records we might have about you as well as helping explain any information you do not understand such as short forms, technical language, etc. We will need to confirm your identity if we do not know you, before providing you with this access. Park Property reserves the right to charge a nominal fee for such requests if they are unreasonable or are very time consuming. Assuming you will be allowed to review your information relating to the content and accuracy, you may request an update to the data, if appropriate.

If you believe there is a mistake in the information that we have on file, you have the right to request a correction although you may be asked to provide documentation. Where we agree that we made a mistake, we will make the correction and notify anyone to whom we sent this information. If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point and we will forward that statement to anyone else who received the earlier information.

If you have any questions, comments, or would like to access your personal information, please write to our Privacy Officer at Park Property Management Inc., 16 Esna Park Drive, Unit 200, Markham, Ontario, L3R 5X1, or call 905-940-1718 and ask for the Privacy Officer.

If you wish to make a formal complaint about our privacy practices, you may make it in writing to our Privacy Officer. The Privacy Officer will acknowledge receipt of your complaint, ensure that it is investigated promptly and that you are provided with a formal decision and reasons in writing.

This policy is made under the *Personal Information and Electronic Documents Act*. It is a complex Act and provides some additional exceptions to the privacy principles that are too detailed to set out here. There are some rare exceptions to the commitments set out above.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. If we are not able to resolve your concern, or if you have any other concerns about Park Property's Personal Information Policy and Procedures, you may contact Park Property Management Inc.'s Privacy Officer, who will provide you with the government contact information.

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