



Privacy Policy

We have a long standing policy of protecting the privacy of our residents in providing services to them.

Our policy accordance with the provisions of the Personal Information Protection and Electronic Document Act (PIPEDA) will endeavour to follow the guidelines set out in the legislation to maintain the privacy of resident information with the utmost priority.

From January 1, 2004, all organizations engaged in commercial activities must comply with PIPEDA.

What Personal Information do we collect?

Personal information we collect includes, but is not necessarily limited to, the following:

- your name, home address, and home telephone and/or cell phone numbers, including emergency numbers;
- your e-mail address;
- your condominium name and address;
- banking information (e.g. pre-authorization for paying fees)
- license plate number
- mortgage information

All this information is required in order to keep proper records in dealing with corporation business and keeping the residents informed of meetings, arrears, contravention of bylaws/rules of the site, or emergency entry of any unit.

This information is kept private except in a few circumstances which include:

- the information issued to a lawyer representing the condominium corporation in respect of some form of legal action: such as the collection of delinquent condominium/special assessment fees, lien placements, recovery of repair and maintenance costs, or for letters informing the resident of continued contravention of rules/bylaws or Act that governs the corporation;
- it is used to comply with subpoena;
- disclosure is given as a result of investigation a breach of an agreement in contravention of the laws of Canada or a province;
- the information was contained in public directories;
- the disclosure is required by law, such as by a court order or by statute.

We collect information only by lawful and fair means and not in an unreasonable intrusive way. Wherever possible we collect your private information directly from

you. Additional information may be obtained through questionnaires on issues relating to condominium living.

Since we use your private information to provide our services to you, it is important that the information be accurate and up-to-date. If any of your private information changes during the course of the residency, please inform us so that we are able to make any necessary changes.

Property Management GUILD Incorporated takes all reasonable precautions to ensure that your private information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

- premises security;
- employee training in the storage, safe guarding of private information;
- restricted file access to private information;
- no internet access to our local area network.

You should be aware that e-mail and fax are not a 100% secure medium, and you should be aware of this when contacting us to send personal or confidential information or requesting us to respond to you by e-mail.

Since Property Management GUILD Incorporated regularly reviews all of its policies and procedures, we may change our Privacy Policy from time to time to ensure your information is being properly handled.