

Introduction

Stiplosek Properties understands the importance of privacy to the individual. We know that earning the trust of our clients and employees is a permanent and ongoing endeavour. We fully support legislation, including the Personal Information Protection and Electronic Documents Act, in its role to protect the privacy of the individual. Stiplosek Properties is continually striving to ensure personal information we hold is secure and used in a responsible and respectful manner.

We have appointed our President to be responsible for personal information. As our Information Officer, the President's role shall be to make sure that the personal information entrusted with us is secure and will not be used for purposes other than what is necessary to offer the service our clients deserve.

What is Personal Information?

Personal information is information about an identifiable individual. It includes your full name, address, telephone number, date of birth, email address, and any other information that identifies who you are or would allow someone to contact you. Personal information only becomes known to Stiplosek Properties when you provide it to us.

Your choice in us using your personal information is the only choice that matters. If you would like to confirm or change any of your personal information preferences, you may do so at any time by contacting a representative of our company. We will only request the information that we need for the purposes that we have identified to you. You may withdraw your consent to our collection, use or disclosure of your personal information upon receipt of reasonable and written notice. Please note, most information we require is necessary in the provision of service to you, therefore, the withdrawal of consent may prohibit us from provision of service to you. Contractual or legal restrictions may override any such request.

Sharing your Personal Information

Stiplosek Properties may use your personal information to identify other services and products available that may be appropriate for your needs. Stiplosek Properties does not, however, sell your personal information to third parties and does not disclose your personal information except as may be required to process your request for property management and or tenancy services, such as processing credit applications for lease applications, or disclosure of information to the CCRA or other legal bodies as required by law. In short, we don't sell or share our information or yours.

In the event a property management contract is transferred to another property management firm, personal information collected by us will be disclosed and transferred in full to the new management services provider.

Safeguarding your Personal Information

We are committed to our responsibility to ensure that your personal information remains secure. Stiplosek Properties has in place sophisticated security measures and procedures to ensure that your personal information is protected from misuse and from unauthorized access. Access to your personal information will be limited to select employees within our organization. Where information must be provided to others, this information will be limited to only that which is specifically required for a particular task. We will do our best to ensure that your information is accurate and up to date. It is very important that you contact us when any changes to your personal information occur. We will maintain a record of your personal information up to, but not exceeding seven (7) years after the conclusion of your tenancy. At such a time all appropriate documents will be destroyed.



Collection of Personal Information

If you would like to rent from us, have us manage your property, have us complete maintenance work on your property, apply for a job, or work for us as a contractor or subcontractor, you may be asked for personal information. We will collect your personal information for any of the following purposes:

- To identify and communicate with you
- To establish eligibility for tenancy
- To assess creditworthiness
- To process payments
- To enable us to respond to emergency situations
- To ensure the orderly management of the rental, commercial, cooperative housing and strata properties entrusted to our care
- To comply with all relevant legislation

Personal Access to Information

You may request access to your personal information by contacting our Office. You also have the right to know:

- The methods by which we collected the information
- The purposes for which we are using the information, and
- To whom the information has been disclosed

Any request that you make should be sufficiently detailed so that we may properly respond. When you submit a request, we will insist upon verification of your identity, either by photograph or signature.

When providing your personal information, we will edit certain information as required or authorized by law, including the personal information of other individuals, information that may be subject to investigation, as well as any confidential commercial information.

If you believe that any of the information that we have collected about you is inaccurate or incomplete you have the right to ask us to change it. If you feel that we have not dealt with your request to your satisfaction, you are free to follow our complaint resolution process.

Complaints and Privacy Inquiries

You may register a privacy related complaint by contacting Stiplosek Property Management. At that time, the Manager will review our complaint procedure and will investigate all complaints. If a complaint proves to be justified, we will take immediate and appropriate action.

To request access to your personal information, to register privacy related complaints, or if you should have any questions regarding our Privacy Code or practices, please contact our Office in writing:

Stiplosek Properties
RE: Privacy Inquiries
2-292 Mill Street
Kitchener, ON N2M 3R5



Specific Documentation

Guest Card. The Guest Card generally asks for your name, address and phone number along with your current rental interests. This information will allow us to make contact to follow up with you in determining your rental interest. It is also helpful to us in identifying you if you return to the building prior to making your renting decision.

Rental Application. When you fill out a rental application, we will ask for your name, address, phone number, and date of birth all applicants or occupants. We collect this information in order to process your application to lease an apartment from us. Dates of birth are required for the purpose of identifying you or other occupants in a Consumer Report. Consent to obtain a Consumer Report is listed on the application form. We will also use information collected to contact employers, previous landlords and other references in making our decision on your application. To confirm that your move in experience was satisfactory, we may also use your personal information to contact you for the purpose of conducting a move in survey.

Leases: The Tenancy Agreement (Lease) is a legal agreement between you and us, and outlines the details of your lease such as rental rates and items included. By signing the lease, you agree to grant us permission to record and use information obtained about you for the purpose of enforcing any term of the Tenancy Agreement and to obtain a new Consumer Report in the event you fall behind with rent payments or if we wish to review the Tenancy Agreement.

