

## PRIVACY POLICY

Pembina Woods Housing Co-op understands the importance of your privacy and the sensitivity of your personal information. We are committed to protecting any of your personal information we hold. Our privacy policy outlines how we manage your personal information and safeguard your privacy.

### WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect information from you in several ways. Some personal information is gathered when a prospective tenant signs our standard tenant application for a residential or commercial tenancy agreement. Tenants are required to provide credit, rental history, employment information as well as other personal information to be used for identification and qualification purposes. Other information such as emergency contact information may be required in order to respond to medical or other emergencies in connection with a tenant, unit or suite. Also information relating to any vehicles owned by a tenant may be collected to assist in the enforcement of any parking rules or regulations.

We also collect information from any covenantor or guarantor of any lease, including information relating to credit and employment information, present and past living accommodation and other personal information. In addition, personal information may be collected in an application to assign or transfer a lease in respect of the prospective assignee, including any and all personal information referred to in the original application for tenancy.

### WHY DO WE NEED PERSONAL INFORMATION?

The personal information collected is used to check prior rental references from all previous landlords, conduct credit checks and to confirm employment with your employer and salary, all of which information is required to determine your suitability and qualification as a tenant.

### CONSENT

In most cases, we will ask you to specifically consent if we collect, use or disclose your personal information other than as provided for in our privacy policy as amended from time to time. Normally we would ask for your consent in writing or orally. Sometimes your consent may be implied through your conduct with us. In all cases where a tenant application is submitted by you, your consent will be requested in the application itself.

### DISCLOSURE OF YOUR PERSONAL INFORMATION

We use the personal information collected only for the purposes outlined above. Under certain circumstances we will disclose your personal information to third parties such as:

- (a) when we are required or authorized by law to do so; for example, if a court issues a subpoena;
- (b) where you have consented to the disclosure;
- (c) when an order to comply with the requirements of the housing agreement or regulatory legislation such as *The Co-operative Act and/or The Residential Tenancies Act* requires us to do so, your consent will be implied;
- (d) where it is necessary to enforce the terms of the housing agreement, such as collection of rental arrears;
- (e) if we engage a third party to provide collection or enforcement proceedings, such as an authorized officer of the Residential Tenancies Branch, lawyers, bailiffs or collection agencies;
- (f) if the information is already publicly known;
- (g) on termination of a tenancy, we may disclose information relating to your tenancy to other landlords upon their request;
- (h) your landlord, where we act as agents only for the landlord;
- (i) any subsequent landlord or owner or mortgagee of the property which you rent, including any assignee of your

lease, or to any subsequent property manager of the property which you rent.

#### UPDATING YOUR INFORMATION

Since we use your personal information to provide rental accommodation to you, it is important that the information be accurate and up to date. If during the course of your tenancy any of your information changes, please inform us so that we can make any necessary changes.

#### IS MY PERSONAL INFORMATION SECURE?

We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

1. Access to your personal information is limited to our employees who require the information to perform their duties and those otherwise authorized by law.
2. All of our employees are required to abide by our commitment to your privacy in the handling and use of your personal information.
3. Premises security.
4. Your personal information is retained only for the time it is required for the identified purposes and up to a period of five (5) years after the tenancy is terminated or is required by law. Personal information that is no longer required is destroyed.

#### ACCESS TO YOUR PERSONAL INFORMATION

You may ask for access to any personal information we may have about you. Requests should be submitted in writing and we will reply within thirty (30) days of receipt of your request. You may verify the accuracy and completeness of your personal information and we will take reasonable steps to correct it.

#### CAN I BE DENIED ACCESS TO MY PERSONAL INFORMATION

Your rights to access your personal information are not absolute. We may deny access when:

- (a) denial of access is required or authorized by law;
- (b) information relates to existing or anticipated legal proceedings against you;
- (c) when granting you access would have an unreasonable impact on other people's privacy;
- (d) when the request is frivolous or vexatious.

If we deny your request for access to or refuse your request to correct information, we shall explain why.

#### CHANGES TO THIS PRIVACY POLICY

We regularly review all of our policies and procedures and we may change our privacy policy from time to time. You will be given a copy of any revised privacy policies.

#### REQUESTS FOR ACCESS

If you have any questions or wish to access your personal information, please write to our privacy officer, Carol Laurence, at Laurence Management Group Inc., 392 Berkley Street, Winnipeg, Manitoba R3R 1J6

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