

## MIDDLESEX CONDOMINIUM CORPORATION NO. 87

### PRIVACY POLICY

The Middlesex Condominium Corporation No. 87 (the "Corporation") is incorporated pursuant to the Condominium Act, 1998 for the objects, and with the duties, mandated by that legislation.

This Privacy Policy is a formal statement of principles and guidelines that the Corporation has adopted for the protection of personal information ("PI") that the Corporation may collect in respect to its Owners, and others, in the course of its mandated activities. The Corporation's objective in developing this Privacy Policy is to promote responsible practices in the management of PI in accordance with the provisions of the Personal Information Protection and Electronic Documents Act, ("PIPEDA"). This Privacy Policy is organized according to the principles of the Canada Standard's Associations Model Code, which forms the basis of that law.

#### 1. **Privacy Policy**

The Corporation recognizes the importance of privacy and the sensitivity of PI. It understands that it has an obligation to keep confidential all PI it receives from its owners and others. It is committed to protecting any PI it holds. This Privacy Policy outlines how it manages owners' PI and safeguards their privacy.

#### 2. **Your Privacy Rights**

From January 1, 2004, all organizations engaged in commercial activities must comply with the Personal Information Protection and Electronic Documents Act and the Canadian Standards Association Model Code for the Protection of PI which it incorporates. These obligations extend to Condominium Corporations. The Act gives you rights concerning the privacy of your PI.

The Corporation is responsible for the PI it collects and holds. To ensure this accountability, it has developed this policy, and trained its Directors and support staff about its policies and practices.

#### 3. **Why Does The Corporation Need PI**

The Corporation requires PI to manage the Condominium Property and to carry out its other objects as mandated by the Condominium Act, 1998.

#### 4. **What PI Do We Collect?**

PI is any information that identifies you, or by which your identity could be deduced. If the Corporation did not collect and use your PI, it could not carry out its objects as mandated by the Condominium Act, 1998.

PI that it collects includes, but is not necessarily limited to, the following:

- your name, unit number and mailing address if different from the unit address
- your home telephone number or other emergency contact telephone number
- other contact information

- banking information in respect to payment of common element fees

**5. How Do We Collect Your PI?**

Almost all PI that the Corporation collects is obtained directly from you. The Corporation may, in the course of its duties and objects, receive PI from other sources.

**6. Consent**

In most cases, the Corporation will ask you to specifically consent, if it collects, uses, or discloses your PI. Normally, the Corporation will ask for your consent in writing but in some circumstances, it may accept your oral consent. Sometimes, your consent may be implied through your conduct with the Corporation, for example when you provide the Corporation with PI directly.

**7. Use of Your Information**

The Corporation uses your PI only in carrying out its mandated objects and duties pursuant to the Condominium Act, 1998. The Corporation does not disclose your PI to any third party except as specifically provided in Paragraph 8 below.

**8. Disclosure of Your PI**

Under certain circumstances, the Corporation may disclose your PI:

- when it is required or authorized by law to do so, for example, if a court issues a subpoena
- when you have consented to the disclosure
- where required to do so in order to properly manage the Condominium Property, to provide for the delivery of utility services and otherwise complete its objects and duties as mandated by the Condominium Act, 1998
- in the course of collection proceedings with respect to common expense contributions
- if the Corporation engages a third party to provide administrative services to it (such as a mailing service or archival file storage) and the third party will be bound by this Privacy Policy
- if the Corporation retains agents or consultants to assist the Corporation in completing its objects and duties
- if the information is already publicly known

In these instances, the Corporation will only disclose such PI as is required in the circumstances.

**9. Updating Your Information**

You have the primary responsibility for ensuring that your PI, as held by the Corporation, is up-to-date and accurate.

**10. Is My PI Secure?**

The Corporation takes all reasonable precautions to ensure that your PI 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 and use of PI**
- **restricted file access to PI**
- **deploying technological safeguards such as security software and firewalls to prevent hacking or unauthorized computer access**
- **internal password and security policies**

If the Corporation uses the services of any third parties to process or store PI, the Corporation will enter into an agreement which requires them to protect this PI in a manner acceptable to the Corporation. In entering into these agreements, the Corporation does not transfer any interest in this PI to them. This is done to ensure that the PI delivered to third parties is maintained at a level equivalent to that provided for under the Privacy Policy.

**11. Access to Your PI**

You may ask for access to any PI the Corporation holds about you.

Summary information is available on request. More detailed requests which require archive or other retrieval costs may be subject to a reasonable fee.

The Corporation also reserves the right to confirm the identity of the person seeking access to PI before complying with any access requests. Please submit your access request in writing as provided in Paragraph 16.

**12. Correcting Errors**

If the Corporation holds information about you and you can establish that it is not accurate, complete and up-to-date, the Corporation will take reasonable steps to correct it.

**13. Can I Be Denied Access to My PI?**

In most cases, an Owner will have access to the PI the Corporation stores about you. However, there may be rare occasions when your rights to access to your PI are denied, for example the PIPEDA indicates that:

- your rights to access your PI are not absolute;
- denial of access is required or authorized by the Condominium Act, 1998 or other law;
- when granting you access would have an unreasonable impact on other people's privacy;
- when to do so would prejudice negotiations with you;
- to protect the Corporation and the Corporation's rights and property; or
- where the request is frivolous or vexatious.

If the Corporation denies your request for access to, or refuses a request to correct information, the Corporation will endeavour to explain why.

#### **14. Communicating with the Corporation by E-Mail and/or Fax**

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

#### **15. Changes to This Privacy Policy**

Since the Corporation regularly reviews all of its policies and procedures, it may change its Privacy Policy from time to time. These changes will be distributed to the Owners together with the normal communication of corporate information.

#### **16. Requests for Information Access and/or Corrections**

If you have any questions, or wish to access your PI, please write to the Corporation at the following address:



If you are not satisfied with our response, the Privacy Commissioner of Canada can be reached at:

111 Kent Street  
Ottawa, Ontario  
K1A 1H3  
1-800-282-1376

The Corporation may seek external advice, where appropriate, before providing a final response to individual complaints.

#### **17. Employment Inquiries**

If you apply to the Corporation for a job, the Corporation needs to consider your PI, as part of its review process. The Corporation normally retains information from candidates after a decision has been made, unless you ask the Corporation not to retain the information. If the