

## **Strata Plan BCS 1433 Electric Avenue Privacy Policy**

The management and operation of the building requires the Strata Corporation to collect certain personal information. The Strata Corporation respects the privacy rights of owners, tenants, occupants and their guests and adheres to the privacy policy set out below.

### **1. Purposes For Collection, Use Or Disclosure of Personal Information**

The strata corporation collects, uses or discloses personal information:

- (a) to identify and communicate with each strata unit owner and/or tenant;
- (b) to process strata fee payments;
- (c) to respond to emergencies;
- (d) to ensure the orderly management of the strata corporation;
- (e) to comply with legal requirements; and
- (f) to allow for the use of video surveillance to enhance the safety of owners, tenants and guests to the strata corporation property, to protect strata property from damage and to prevent unauthorized use of strata property and facilities.

### **2. Description Of Personal Information Collected**

The strata corporation may collect:

- (a) Name, address and phone number of owners and tenants
- (b) Banking information for payment of strata fees
- (c) Emergency contact information
- (d) Vehicle description/license plates
- (e) Pet information
- (f) Names of family members living with an owner or occupying the strata lot
- (g) Video surveillance at entrances, in elevators, in the parkade, amenity areas and in the garbage area and loading dock
- (h) Fob access information

### **3. Collection, Use And Disclosure Of Personal Information**

The strata corporation will not collect, use or disclose personal information except for the identified purposes unless it has received further consent from the individual, or as permitted or required under the *BC Personal Information Protection Act* ("PIPA") or the *BC Strata Property Act*.

An example of a circumstance in which personal information may be disclosed without consent is pursuant to sections 35 and 36 of the *Strata Property Act*. Among other things an owner is entitled on request to a list of:

- (i) owners, with their strata lot addresses, mailing addresses if different, strata lot numbers as shown on the strata plan, parking stall numbers, if any, and unit entitlements,
- (ii) names and addresses of mortgagees who have filed a Mortgagee's Request for Notification under section 60,
- (iii) names of tenants, and
- (iv) assignments of voting or other rights by landlords to tenants under sections 147 and 148

Individuals are considered to have given implied consent when the purpose for collecting, using or disclosing personal information would be considered obvious and the individual voluntarily provides personal information for that obvious purpose.

The strata corporation will make reasonable efforts to ensure that the personal information that it collects, uses or discloses is accurate and complete.

In the event that the strata corporation retains another organization such as a strata management company, to do work for it that involves personal information, the strata corporation will ensure that there is an agreement in place that commits the organization providing services to adhere to the strata corporation's privacy policy.

#### **4. Withdrawal Of Consent**

Individuals may withdraw their consent at any time by giving the strata corporation reasonable notice, but this does not apply to information which by law or pursuant to a contract with the individual the strata corporation is permitted or required to disclose.

When individuals tell the strata corporation that they are withdrawing consent, PIPA requires the strata corporation to tell them of the likely consequences of withdrawing consent (such as the strata corporation being unable to provide them with services or goods that require their personal information).

#### **5. Retention By Strata Corporation**

Subject to the one-year retention requirement under PIPA, the strata corporation will only retain personal information for as long as necessary to fulfil the identified purposes or as long as required for a legal or business purpose.

#### **6. Security Of Personal Information**

The strata corporation has implemented security arrangements to prevent against risks such as unauthorized access, collection, use, disclosure, copying, modification or disposal of personal information. Banking information is stored only by our property management company and is subject to their privacy policy. Information concerning the names, addresses and contact information for owners and tenants is stored at our property manager's office (and subject to their privacy policy) and at our resident manager's office. Video surveillance and fob access information is also stored in a computer in our resident manager's office. The resident manager's office is locked when it is not occupied by either the resident manager or the assistant manager. Personal information is not visible to or accessible to persons attending at the resident manager's office.

#### **7. Correction of Personal Information**

Individuals may write to the strata corporation and ask it to correct any errors or omissions in their personal information that is under the control of the strata corporation. If the strata corporation is satisfied that an individual's request for correction is reasonable, the personal information will be corrected as soon as reasonably possible.

The strata corporation will, as soon as reasonably possible, also send an individual's corrected personal information to each organization it was disclosed to during the year before the organization corrected it.

If the strata corporation does not correct an individual's personal information, it will note the requested correction on copies of the personal information under its custody or control (i.e., the strata corporation will annotate its records).

## **8. Access Rights**

Individuals have the right to access their personal information under the strata corporation's custody or control. A request must be in writing and be made to the strata corporation's property manager: Crosby Property Management Ltd., Suite 600, 777 Hornby Street, Vancouver, B.C. V6Z 1S4, Attention: Eric Chua. The request must contain sufficient detail to identify the personal information which is sought. A response may be expected within 30 days or, in certain circumstances, such longer period of time as may be authorized under PIPA.

In some circumstances requests for information may be refused by law. In such cases the reasons for refusal and further steps that are available to the applicant for a review of the decision will be provided in writing.