

Privacy Policy



PURPOSE

Reed Condominium Management Solutions is dedicated to collecting, using, disclosing, and safeguarding personal information in a manner that upholds the privacy rights of individuals. The purpose of this Privacy Policy is to outline the company's policies and practices concerning the collection, use, disclosure, and protection of personal information.

This version succinctly conveys the commitment of the business to maintaining privacy standards for personal information.

SCOPE

This policy applies to the business operations in Ontario concerning any personal information collected from individuals located in Ontario. All employees, contractors, consultants, volunteers, and other individuals working for or on behalf of the business are obligated to adhere to this policy at all times.

This version effectively outlines the scope of the policy and the individuals to whom it applies within the business operations in Ontario.

DEFINITIONS

The following definitions apply for the purpose of this Policy:

"Personal information" means information about an identifiable individual but does not include business contact information.

"Business contact information" means any information that is used for the purpose of communicating or facilitating communication with an individual in relation to their employment, business or profession such as the individual's name, position name or title, work address, work telephone number, work fax number or work electronic address.

PROTECTING YOUR PRIVACY

As part of our continuous commitment to safeguarding the privacy of our valued clients and employees, Reed Condominium Management Solutions would like to reaffirm our dedication to ensuring the protection of personal information in accordance with Canadian legislation, specifically the Personal Information Protection and Electronic Documents Act (PIPEDA).

We recognize the significance of maintaining the trust of those who entrust us with their information, and we strive to go beyond legal requirements to uphold the privacy and security of all individuals associated with our organization. To strengthen our privacy measures, we have appointed a Privacy Officer who will oversee the handling of personal data and ensure that it is used only for its intended purpose of delivering services to our clients.

The Privacy Officer at Reed Condominium Management Solutions will be responsible for implementing and monitoring stringent privacy protocols to guarantee the confidentiality and appropriate use of personal information. Through these efforts, we aim to provide a secure and respectful environment for the management of sensitive data.

We want to assure you that our commitment to privacy protection remains a top priority, and we will continually seek out additional ways to enhance our data security practices.

WHAT IS PERSONAL INFORMATION?

Personal information refers to details about an identifiable individual, such as their full name, address, telephone number, date of birth, email address and any other information that can identify them or enable someone to contact them. This personal information is only disclosed to Reed Condominium Management Solutions when you provide it to us, or through the transfer of information from a previous management company.

PROVISION OF PROPERTY MANAGEMENT/MAINTENANCE SERVICES

If your Condominium Corporation enters a contract with us for property management services, owners will be required to provide us with relevant information about themselves. This information may include your legal name, address, financial details.

Typically, this information is utilized for the day-to-day management of your property and assets, such as arranging maintenance services, managing contracts with owners and residents, generating financial reports and statements, billing our clients for services rendered. Residents often make condominium payments through pre-authorized banking withdrawals. In cases where condominium fees are payable to the condominium corporation, personal banking information will be necessary.

PURCHASE OF GOODS/SERVICES

Reed Condominium Management Solutions frequently engages with multiple vendors offering services and products related to property maintenance, construction, landscaping, insurance, and financial services. To qualify as an authorized service provider, you are required to submit a Supplier Registration application.

The application typically requests details about your business, including its name, telephone number, address, email address, insurance coverage, workers' compensation coverage, as well as other pertinent information such as work history and references. This information is utilized for contacting you, assessing your application, and considering your eligibility for partnership.

NEW USE OF PERSONAL INFORMATION

If Reed Condominium Management Solutions intends to utilize your personal information for purposes not initially considered at the time of its collection, such as offering additional services, products, or promotional offers that may be of interest to you, we may reach out to seek your consent. This may involve using your contact information, including your email address, to request your permission to share your personal information for the new intended purpose.

SHARING YOUR PERSONAL INFORMATION

Reed Property Management Solutions may utilize your personal information to identify other services and products that may be suitable for your needs. However, Reed Condominium Solutions does not sell or provide your personal information to third parties, except as necessary to fulfill requests for property management or maintenance. This includes activities like disclosing information to the CRA as mandated by law. In short, we do not sell or share our mailing list.

In the event that a property management contract is transferred to another firm due to a sale or a change in management services, any personal information collected by us will be disclosed and transferred to the new management service provider.

SAFEGUARDING YOUR PERSONAL INFORMATION

Reed Condominium Management Solutions has implemented security measures and procedures to safeguard your personal information from misuse and unauthorized access. Incoming mail and faxes are directed promptly to the intended recipient, and access to information within the office is restricted to individuals on a need-to-know basis.

Personal information is securely stored in digitally and is managed by the Privacy Officer and is kept secured at all times. All personnel have unique computer passwords, management software access, banking passwords, which are confidential and not to be shared with unauthorized individuals. Access levels to software systems are granted based on the individual's role within the organization.

Moreover, our office adheres to record retention and destruction procedures to ensure the proper management of information.

Accessing your Personal Information

If you have any questions or concerns regarding this policy, or if you wish to verify the accuracy and completeness of any information in your file, update your information, or request a copy of the information we hold about you, including a record of how your information has been used, please feel free to contact the President/CEO of our company.

YOUR CHOICE IN USING PERSONAL INFORMATION

Your decision on the use of your personal information is pivotal. If you wish to confirm or modify any of your personal information preferences, you are free to do so at any time by reaching out to a representative of our company. It's important to note that much of the information we collect is essential for providing our services to you. Therefore, withdrawing consent may prevent us from being able to effectively deliver our services to you.

HOW WE PROTECT YOUR DATA

Reed Condominium Management Solutions is committed to safeguarding our clients' private information when utilizing our services. To achieve this, we implement the following measures:

1. Utilization of firewalls to encrypt client data.
2. Implementation of strong passwords for enhanced security.
3. Enforcement of multifactor authentication.
4. Limiting access to data to only those who require it.
5. Continuous monitoring of employee resources to ensure authorized access.

These steps are taken to ensure the protection and confidentiality of our clients' information.

OUR INTERNET PRIVACY POLICY

Ensuring the privacy of personal information and the security of transactions is of paramount importance to Reed Condominium Management Solutions. We do not collect personal information through our website. We only request information necessary to provide the services you have requested. Unless expressly stated otherwise, personal information like email addresses will not be sold, rented, exchanged, or passed on to any third party. We also do not engage in unsolicited mailings. If you have any inquiries regarding our privacy practices or transaction security, please feel free to reach out to us.

For inquiries or to determine the information we have on file for you, please contact us at 519-707-3016. However, to safeguard your privacy, we are unable to transmit this information to you via telephone or email.

Please submit your request in writing to:

**Reed Condominium Management Solutions,
Attention: Privacy Officer,
101 Holiday Inn Dr., Cambridge, Ontario,
N3C 1Z3.**

REVIEW OF THE POLICY

This Policy will be reviewed annually and may be amended from time to time.