



# PRIVACY CODE

**For more information contact:**

Bettina Rodenkirchen, Privacy Officer  
The Wynford Group  
815-1200 West 73<sup>rd</sup> Avenue  
Vancouver, BC V6P 6G5  
Tel: 604-261-0285  
Fax: 604-261-9279

**[www.wynford.com](http://www.wynford.com)**

## **Our Commitment**

The Wynford Group is committed to protecting the security, privacy and confidentiality of your personal information.

## **Why We Collect Your Information**

The Wynford Group collects personal information for many reasons, including the following purposes:

- To identify and communicate with you;
- To determine eligibility for a tenancy;
- To assess credit worthiness;
- To process payments;
- To respond to emergencies;
- To ensure the orderly management of the rental and strata properties managed by The Wynford Group; and
- To comply with legal requirements.

Except where authorized by law, The Wynford Group will not collect, use or disclose your personal information unless you have provided us with your consent.

By giving The Wynford Group reasonable notice, you may withdraw your consent to the collection, use or disclosure of your personal information. However, any withdrawal of consent is subject to contractual and legal restrictions and withdrawal of your consent may ultimately result in the termination of your relationship with The Wynford Group.

## **How We Protect Your Information**

The Wynford Group is committed to ensuring the security of your personal information, and in that regard we will review our security systems on a regular basis. Where information must be provided to third party suppliers,

that information will be limited to that which is specifically required for a particular task.

We will do our best to ensure that your information is accurate and current. It is important that you contact The Wynford Group with changes to your information.

The Wynford Group will keep personal information used to make a decision affecting you for at least one year after using it to make the decision.

We will destroy, erase or make anonymous all documents or other records containing personal information as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information, and retention is no longer necessary for legal or business purposes. The Wynford Group will take due care when destroying personal information so as to prevent unauthorized access to the information.

### **Access to Your Information**

You have a right to request access to your personal information and the ways in which that information has been used and disclosed. Any request you make should be sufficiently detailed so that we may properly respond to your request. Please ask us about the forms we use to process this type of request. When you make a request, we will insist on verification of your identity, either with a photo or signature. The Wynford Group may charge a small fee for providing you with copies of the requested documents. If a fee is charged, a written estimate of this fee will be provided to you prior to the processing of your request.

When providing your personal information to you, we may edit out certain information as required or authorized by law, including the personal information of other individuals, information that is subject to an investigation and confidential commercial information.

### Complaints Regarding Your Information

If you believe that The Wynford Group has mishandled your personal information in any way, you are entitled to submit a complaint to The Wynford Group's Privacy Officer. Please ask us about the forms we use for the submission of this type of complaint. We will do everything we can to ensure that your complaint is addressed and investigated in a prompt, professional manner. If you are dissatisfied by the results of the investigation, you may take your complaint to the Office of the Information and Privacy Commissioner.

### Inquiries

If you have any questions regarding The Wynford Group's privacy practices, please contact our Privacy Officer in writing or by phone:

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