



## Norman Hill Realty Inc Privacy Policy

Norman Hill Realty Inc. is committed to the protection of the personal information of our clients, customers and employees. We, the Company have developed the following Privacy Policy for collecting, using, and securing all private personal information.

Our Privacy Policy is based on, and complies with, Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), which includes the 10 Principles that businesses must follow.

### *Personal information definition*

Personal information includes any factual or subjective information about an identifiable individual. Personal information may include the individual's name, home address, email address, date of birth, income, credit history, credit card numbers and so on. It does not include the name, title or business address or telephone number of an employee of an organization.

### *Our Privacy Principles*

- We do not sell personal information
- We do not provide personal information to persons or organizations outside of the Company, for their own marketing purposes

### *Information disclosure*

We share information about our transactions and experiences with you internally to better serve you. We may also disclose personal information about you to persons or organizations outside of the Company as permitted or required by law, including companies that we have joint agreements.

### *Your awareness and consent*

By disclosing your personal information with Norman Hill Realty Inc., you provide the Company with your consent for the collection, use, and disclosure of certain personal information.

### The 10 Principles:

1. Accountability
2. Identifying purposes
3. Consent
4. Limiting collection
5. Limiting use, disclosure and retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual access
10. Challenging compliance

## 1. Accountability

Norman Hill Realty Inc. is responsible for the protection of personal information and the fair handling of it at all times and information disclosed to third parties for purposes of providing services requested by you.

## 2. Identifying purposes

We will inform you the reason for collecting personal information before or at the time of collection.

Personal information provided to us are used to provide you with the products and services such as marketing, selling/leasing a property and qualifying properties for buyers/tenants.

We collect personal information that is necessary to administer our business and to provide up-to-date information.

We are also required by the Federal Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA) to collect personal information from our clients and customers who conduct financial transactions. We have a responsibility to report to FINTRAC.

## 3. Consent

Norman Hill Realty Inc. will obtain your consent before or when it's collected, used or disclosed of your personal information.

Consent can be either express or implied. Consent to the collection and certain uses of the information may be refused or withdrawn by the individual subject to legal or contractual requirements.

We, the Company may be permitted or required by law to disclose personal information without consent.

## 4. Limiting collection

We only collect information that is necessary for the purpose of our services and our requirement by the law.

## 5. Limit use, disclosure and retention

We will use or disclose personal information only for the purpose for which it was collected, unless the individual consents. Personal information will be retained for a minimum of 7 years due to legislative requirements. Once the information is no longer required we will shred any and all personal information.

## 6. Accuracy

Norman Hill Realty Inc will ensure that any personal information provided is accurate, current and complete as necessary to fulfill the identified purposes for which it was collected.

## 7. Safeguards

Norman Hill Realty Inc takes reasonable steps to protect information from unauthorized access, misuse, disclosure, or modification of personal information. We maintain physical, electronic, and organizational safeguards to protect personal information. We continually review our policies and practices. We monitor our computer networks, use up to-date firewalls, lock physical cabinets and consistently test the strength of our security in order to help us ensure the safety of personal information.

## 8. Openness

Information about our policies and practices are available in person, in writing, on our website or through alternative means if requested.

## 9. Individual access

Individuals may request access to any personal information about themselves retained by Norman Hill Realty Inc. We will respond to the request as quickly as possible, and no later than 30 days after receipt of the request.

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure (unless prohibited by law).

If an individual believes that any personal information we have on file is inaccurate, the person may request an amendment of that information by sending a request to our office.

## 10. Challenging compliance

If you have any questions, concerns, or complaints about your personal information, or about our privacy policy and procedures, please contact our privacy officer:

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Norman Hill Realty Inc Brokerage  
20 Cachet Woods Court, Suite 2  
Markham, ON. L6C 3G1  
Tel: 905-887-5678 Fax: 905-887-2079  
Email: [leanne@normanhill.com](mailto:leanne@normanhill.com)