

Protection of Personal Information

ALT endeavours to maintain appropriate physical, procedural and technical security with respect to its offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of Personal Information. This also applies to our disposal or destruction of Personal Information.

If any employee of ALT misuses Personal Information, this will be considered as a serious offence for which disciplinary action may be taken, up to and including termination of employment. If any individual or organization misuses Personal Information - provided for the purpose of providing services to or for ALT - this will be considered a serious issue for which action may be taken, up to and including termination of any agreement between ALT and that individual or organization.

We review our procedures and security from time to time to ensure that they remain effective and appropriate.

Access to Your Personal Information

ALT permits the reasonable right of access and review of Personal Information held by us about an individual and will endeavor to provide the information in question within a reasonable time, generally no later than 30 days following the request. To guard against fraudulent requests for access, we may require sufficient information to allow us to confirm that the person making the request is authorized to do so before granting access or making corrections.

We will provide information from our records in a form that is easy to understand. ALT reserves the right not to change any Personal Information but will append any alternative text the individual concerned believes to be appropriate.

ALT reserves the right to decline to provide access to Personal Information where the information requested:

- a) Would disclose (i) Personal Information, including opinions, about another individual or about a deceased individual; or (ii) trade secrets or other business confidential information that may harm ALT or the competitive position of a third party;

- b) Would interfere with contractual or other negotiations of ALT or a third party;
- c) Is subject to solicitor-client, litigation or other legal privilege;
- d) Is not readily retrievable and the burden or cost of providing would be disproportionate to the nature or value of the information;
- e) Does not exist, is not held, or cannot be found by ALT;
- f) Could reasonably result in (i) serious harm to the treatment or recovery of the individual concerned, (ii) serious emotional harm to the individual concerned or another individual, or (iii) serious bodily harm to another individual;
- g) May harm or interfere with law enforcement activities and other investigative or regulatory functions of a body authorized by law to perform such functions; or
- h) May be withheld or is requested to be withheld under applicable legislation.

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure.

ALT will not charge you for verifying or correcting your information, however, to the extent permitted by applicable law, there may be a minimal charge imposed if you need a copy of records.

Resolving Your Privacy Concerns

In the event of questions about: (i) access to your Personal Information; (ii) our collection, use, management or disclosure of Personal Information; or (iii) this Policy; please contact ALT's privacy officer by sending an e-mail to hallman.alt@on.aibn.com or calling (519) 621-2397.

ALT will investigate all complaints and if a complaint is justified, we will take all reasonable steps to resolve the issue.



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PRIVACY POLICY

Introduction

ALT Property Management Ltd. ("ALT") is a property management services company. In the course of providing our services, ALT may collect Personal Information and we have prepared this policy to inform you about ALT's ongoing commitment to ensuring that the Personal Information obtained during the course of our activities remains accurate and confidential.

We consider "Personal Information" to mean any information, recorded in any form, about an identified individual or an individual whose identity may be inferred or determined from such information, other than business contact information (e.g. name, title, business address).

Why ALT May Collect Personal Information

ALT may use the Personal Information provided verbally or in writing (including via electronic media) by tenants or other third parties (e.g. guarantors) in order to:

- (a) Market, lease and rent properties;
- (b) Locate, assess and determine the suitability of applicants as tenants, including verifying employment or financial history, contacting references and conducting credit checks;
- (c) Where circumstances require, collect amounts outstanding from tenants and/or guarantors;
- (d) Manage our relationship with, among others, tenants and/or guarantors; and
- (e) Meet legal and regulatory requirements.

How ALT Collects and Uses Personal Information

ALT only collects, uses and discloses Personal Information for purposes that would be considered reasonable in the circumstances and only such information as is required for the purposes of providing services or information to clients. We use only fair and lawful methods to collect Personal Information.

Our use of Personal Information is limited to the purposes described in this Policy and ALT does not otherwise sell, trade, barter, exchange or disclose for consideration any Personal Information it has obtained.

When ALT May Disclose Your Personal Information

ALT may disclose your Personal Information to individuals or organizations:

- a) Who are credit bureaus, other rental or property management companies or Personal Information agents involved in determining initial and ongoing tenant eligibility;
- b) Involved in a transfer of all or part of the assets or business of ALT or a corporate re-organization of ALT; or
- c) Maintaining, reviewing and developing our business, procedures and infrastructure including testing or upgrading our computer systems.

In the event sensitive Personal Information is provided to ALT, we will not disclose such Personal Information unless it is required in order to provide a tenant with our services.

Where ALT discloses Personal Information to organizations that perform services on its behalf, we will require those service providers to use such information solely for the purposes of providing services to ALT, tenants or the person concerned and to have appropriate safeguards for the protection of that Personal Information.

Where Personal Information may be subject to transfer to another organization in contemplation of a merger, sale of ALT assets or ALT business units or change of ownership of all or part of ALT, we will do this only if the parties have entered into an agreement under which the collection, use and disclosure of the information (including any Personal Information) is restricted to those purposes that relate to the business transaction, including a determination of whether or not to proceed with the business transaction, and is to be used by the parties to carry out and complete the business transaction.

Please note that there are circumstances where the use and/or disclosure of Personal Information may be justified or permitted or where ALT is obliged to disclose information without consent. For example, where required by law or by court order or where the information is public. Where obliged or permitted to disclose information without consent, ALT will not disclose more information than is required.

Consent

Unless permitted by law, no Personal Information is collected, without first obtaining the consent of the individual concerned to the collection, use and dissemination of that information.

By providing Personal Information to ALT you agree and consent that we may collect, use and disclose your Personal Information in accordance with this Policy. In addition, where appropriate, specific authorizations or consents may be obtained from time to time.

In most cases and subject to legal and contractual restrictions, you are free to refuse or withdraw your consent at any time upon reasonable, advance notice. It should be noted that in certain circumstances, certain services can only be offered if you provide Personal Information to ALT. Consequently, if you choose not provide us with any required Personal Information, we may not be able to offer you the services requested. We will inform you of the consequences of the withdrawal of consent.

The Accuracy and Retention of Personal Information

ALT endeavors to ensure that any Personal Information provided and in its possession is as accurate, current and complete as necessary for the purposes for which we use that information. If we become aware that Personal Information is inaccurate, incomplete or out of date, ALT will revise the Personal Information and, if necessary, use its best efforts to inform third parties which were provided with inaccurate information so that those third parties may also correct their records.

We keep your Personal Information only as long as it is required for the reasons it was collected. The length of time we retain information varies, depending on the service and the nature of the information. This period may extend beyond the end of a person's relationship with us but it will be only for so long as it is necessary for us to have sufficient information to respond to any issues that may arise at a later date.

When your Personal Information is no longer required for ALT's purposes, we have procedures to destroy, delete, erase or convert it into an anonymous form.