

Ontario Appraisal Corporation

Real Estate Appraisers/Consultants

6 Ladywood Drive
Toronto, Ontario M9V 1K9
Web: www.ontarioappraisal.ca

Tel: 416-674-1041
Fax: 416-674-1042
E-mail: admin@ontarioappraisal.ca

PERSONAL INFORMATION

At Ontario Appraisal Corporation (OAC) we respect your privacy. We respect the personal information that we receive directly from our customers as well as the personal information that is provided to us as a third party from our customers' other affiliates.

Some of the reasons we collect, use, and disclose customer personal information is as follows:

- to establish and maintain responsible relationships with customers and our customers' affiliates, to administer customer agreements and financing arrangements and to provide ongoing service;
- to fulfill and understand customer needs;
- to develop, enhance, promote, market or provide products, services and support;
- to manage and develop OAC's business and operations and
- to meet legal requirements.

OAC intends to use personal information that it has collected prior to and that which will be collected after January 1, 2009 for the above purposes.

For more information on the privacy policy for OAC please visit our website www.ontarioappraisal.ca, contact us at 416-674-1041 or E-mail admin@ontarioappraisal.ca

Ontario Appraisal Corporation (OAC) requires personal information so we can best serve our client needs.

At OAC we perform appraisals and consultation services. In performing such services it is required the person(s) performing the service obtain certain personal information in order that the service can efficiently, expeditiously and accurately be performed.

What is personal information?

Personal information is information that can identify you. It can include your name, home address and telephone number, email address and information about the value of your property and the equity in your property.

Why does OAC collect personal information?

We collect personal information that we need to:

- Establish and maintain our relationship with our customers and those involved with a file,
- Understand, analyze and evaluate our customers need and eligibility for our services,
- Provide services to our customers,
- Comply with applicable laws, and
- Comply with applicable rules and standard appraisal practices.

What personal information does OAC collect?

We may collect the following types of personal information:

- Information about your identity, including your name, home address, business address and phone numbers, email address, and other identifying information,
- Information we receive from you or third parties including details of your assets, income or employment history on applications or professional services request forms,
- Information about your interactions with us, such as a purchase of a service, or use of a credit card and our web site,
- Credit and financial information about customers seeking credit from us including payment history, and, if applicable, creditworthiness. This information may come from other sources (including financial institutions) and from references that our customer provides to us,
- Information to communicate effectively with our customers in connection with our professional services. This may include income and expense information for an income producing property or costs associated with construction and the purchase of real property.

Does OAC disclose personal information to third parties?

Yes, we may disclose personal information to:

- Our file affiliates (file affiliates, depending upon the nature of the file may include all or some of the following: mortgage brokers, lending institutions, solicitors, realtors, accountants and governmental agencies) for services including database management, archival and backup services,
- Regulatory authorities in accordance with our policies, association affiliations and applicable laws in connection with a file,
- Non-affiliated parties, including delivery and mailing companies, credit reporting agencies.

We may also be required to disclose personal information to legal authorities to comply with applicable laws. In such a case we will disclose personal information only to the extent that we are compelled to do so.

How does OAC protect personal information?

OAC is dedicated to safeguarding personal information while it is in our control. We have security standards in place to protect personal information from its use and unauthorized access. We communicate with our employees and with contractors and third parties about the importance of handling personal information in accordance with our standards and applicable laws. We store personal information with appropriate safeguards such as locked files or secure computers that are password protected. We hold personal information only for as long as we needed for the intended purpose and is required by our policies or applicable laws and in accordance with the standards of appraisal practice (7 years).

Consent

We need your consent to collect, use, and disclose personal information. If you have already provided us with personal information, we would like to continue to use and disclose it for the purposes for which it was collected.

If you do not contact us we will assume that we may continue to do this in accordance with standards described in this statement.

You may refuse to provide your consent or you may withdraw your consent at any time subject to legal or contractual restrictions and reasonable notice.

We will respect your choice, but in certain circumstances if you refuse to consent, this may limit our ability to maintain our existing relationship with you, including the commencement and/or the completion of the particular file in question.

To contact OAC regarding this statement or any questions that you may have about our privacy policy, please email admin@ontarioappraisal.ca or call 416-674-1041

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PRIVACY POLICY STATEMENT

Ontario Appraisal Corporation (OAC) respects the personal information of its customers, employees and other individuals and is committed to its protection.

In Canada, the Personal Information Protection and Electronic Documents Act (PIPEDA) is federal legislation that establishes certain expectations for an organization's personal information handling practices. It addresses the practices of collecting, using, disclosing, protecting and providing access to an individual's personal information. Our commitment is based on the principles of personal information handling contained in PIPEDA and also takes substantially similar provincial laws into consideration.

Our Manager of Privacy Compliance oversees this commitment and is accountable for OAC's personal information handling practices. Responsibility for the day to day handling of personal information in accordance with this commitment will be shared by all OAC employees and contractors at all levels of the organization, and is required by our Code of Ethics and office policy and procedures.

OAC's personal information handling practices are guided by the following 10 principles:

Principle 1: Identity the Purposes for Collection

The purposes for which personal information is collected shall be identified at or before the time the information is collected.

Principle 2: Limit the Collection

The collection of personal information will be limited to that which is necessary for the purposes identified. Information shall be collected by fair and lawful means.

Principle 3: Obtain Consent

The knowledge and consent of the individual are required for the collection, use, or disclosure of personal information, except where inappropriate.

Principle 4: Limit Use, Disclosure and Retention

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law. Personal information will be retained only as long as necessary for the fulfillment of those purposes.

Principle 5: Ensure Accuracy

Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Principle 6: Use Appropriate Safeguards

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

Principle 7: Provide Access

Upon request, an individual shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate;

Principle 8: Challenging Compliance

An individual shall be able to address a challenge concerning OAC's compliance with these 10 principles to the individual or individuals designated under Principle 9.

Principle 9: Be Accountable

OAC is responsible for personal information under its control and shall designate an individual or individuals who are accountable for its compliance with these 10 principles.

Principle 10: Be Open about Our Personal Information Handling Policies and Practices

OAC will make readily available to individuals specific information about our policies and practices relating to the management of personal information.

OAC requires personal information so we can best serve our client needs.

At OAC we perform appraisals and consultation services. In performing such services it is required that the person(s) performing the service obtain certain personal information in order that the service can efficiently, expeditiously and accurately be performed.