

Martello Property Services Inc. Disclaimer and Privacy Policy

General Policy

At Martello Property Services Inc. we value your desire for privacy. As further described herein, we use security safeguards and support the principles set forth in Canadian federal and provincial privacy legislation to protect your personal information. To better protect your privacy and personal information, Martello provides you with this notice regarding our information-handling practices and the choices you have about the way your personal information is collected, used and shared.

The policy as is set out applies to all personal information that may be provided to the company.

Our Commitment to Privacy

We believe that the responsible use of personal information collected on our website is critical and that the users of our services are advised as to our collection and possible use of private information. This is set out below.

Collecting Information

Our website may invite you to contact us or to provide information about yourself. Additionally, you may provide us information directly. We use the information you provide to deliver the content most suited to your needs.

Information Martello Collects

The extent and type of information Martello receives from you on our external website or by direct contact depends on the information you provide to us through our contact mailboxes, through any registration processes on our sites, and/or through your direct contact with us.

Martello may collect and use certain nonpublic personal information about you to conduct our business and to consistently deliver the high-quality service you can expect from us. Sources of this information include the following: (1) Information we receive from you on applications and other forms or through your correspondence or communication with us, including through the mail, by telephone, facsimile or over the Internet. This information may include, but is, or may not be, limited to, your name, address and e-mail address; web site address, your telephone numbers (including cell phone) your credit card information; work history, medical or health information (for example, personal preferences such as smoking needs and disability requirements); and other information related to the service(s) you request; (2) Information we receive from third parties (located within or outside of Canada), such as consumer credit and other reporting agencies, to verify statements you have made to us regarding your

employment, credit, or other information; and (3) Information about your transactions with Martello and with other companies unaffiliated with Martello.

Use of Information

We use your personally identifiable information to respond to your requests, to administer services or provide information about the services that we offer. This may include: to identify and communicate with you; to establish eligibility for tenancy; to assess creditworthiness; to process payments; to enable us to respond to emergencies; to ensure the orderly management of the property and any other legal requirement. We also use personal information for the purposes of providing our services to clients, maintaining client relationships (such as informing our clients and prospective clients of properties and services that may be of interest to them) and for our other related business activities.

We may also use this information to provide you with marketing material about Martello, unless you opt out of receiving this information as provided below.

Sharing Information

We do not share personally identifiable information with non-affiliated parties except to the extent necessary to evaluate creditworthiness, contact you regarding future Martello services, or as otherwise indicated in this notice, or in compliance with applicable laws. We may disclose certain personal information about you to the following types of third parties for the purposes described above: (1) Financial services providers, banks, mortgage brokers, insurance agents and companies and credit card companies; (2) strata corporations and strata councils.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with unaffiliated outside parties except to the extent required by law. We use non-identifying and aggregate information to better design our website.

We never use or share the personally identifiable information provided to us in ways unrelated to those described above without also providing you an opportunity to prohibit such unrelated uses.

The personal information you provide to us will be retained only for as long as necessary to fulfill the purposes for which the information was collected or as required by law.

If you prefer that we not collect, use or disclose nonpublic personal information about you, you may withdraw your consent for such collection, use or disclosure. If you wish to withdraw your consent, you may do so by contacting Martello Property Services Inc. at Suite 200 - 808 West Hastings Street Vancouver, B.C. V6C 2X4.

Safeguarding Information

Martello understands and appreciates the importance of protecting and securing non-public personal information and using it appropriately. Martello maintains physical, electronic, and procedural safeguards to ensure that your information is protected

Access to information about you is restricted to the representatives of Martello who require it to provide products or services to you. If we no longer need to retain your information, we will dispose of it in a secure manner. When Martello shares information about you with non-affiliated companies outside of Martello, we require that they impose similar safeguards, use it only for a permitted purpose, and to return it to us or destroy it once that purpose is served.

How You Can View And Correct Your Information

You can view the personal information we have collected from you and correct factual errors in your personally identifiable information by sending a request to our privacy officer Controller Martello Property Services Inc. at the address set out above. To protect your privacy and security, we will also take reasonable steps to verify your identity before making corrections. Please note that requests to change privacy preferences related to this policy must be made in writing.

Questions and Comments

Martello recognizes its responsibility for protecting the online privacy of your personal information. If you have questions or comments about our administration of your personal information, or would like to opt out of receiving any material from us, please contact us at the address set out above.

General Disclaimer

Martello shall not be responsible for any errors or delays in the content in its web site or for any actions taken in reliance thereon.

This web site does not purport to offer real estate services in locations in which the Company is not licensed.