



## PRIVACY POLICY

This Privacy Policy is effective as of October 2019 and may be revised from time to time.

### RESPECTING YOUR PRIVACY

Pacific Cove Property Management Ltd. as agent for North Grove (1) GP Ltd. (“Pacific Cove”) respects your privacy and personal information. Personal information is information about an identifiable individual, as more particularly described under applicable privacy legislation. The purpose of this privacy policy (the “Privacy Policy”) is to inform the individuals that we deal with (“you,” or “your”) about how we collect, use, disclose and protect the personal information in our custody or control. Pacific Cove may, at its sole discretion, update the Privacy Policy. You will be notified of any updates and all versions of the Privacy Policy will remain in accordance with the law.

By using our website, you consent to our collection, use and disclosure of the personal information described in the Privacy Policy for the purposes described in the Privacy Policy or otherwise communicated to you prior to the time of collection. If you do not agree to the Privacy Policy, please discontinue your use of our website.

### COLLECTION, USE & DISCLOSURE OF YOUR PERSONAL INFORMATION

Employees and other representatives of Pacific Cove may collect, use and disclose your personal information in the course of communicating with or providing services to you. For example, Pacific Cove, and its representatives, may ask you to provide your contact information, such as your address, telephone number or email address, your credit card or other financial information or information about your opinions or preferences with respect to participation in programs or services offered by Pacific Cove. Pacific Cove uses the personal information it collects from you to manage its relationship with you and to provide its services to you.

Additionally, Pacific Cove may disclose your personal information to third parties to meet its legal, contractual, regulatory, insurance, audit and security obligations. We only disclose your personal information to the extent required to meet those obligations. We never sell your personal information to any other third parties.

Pacific Cove may transfer your personal information to third party service providers hired to assume certain administrative responsibilities or provide certain services on our behalf. Some of these service providers may be located in countries outside of Canada, including in the United States, and your



personal information may be collected, used, disclosed, stored and processed in the United States or elsewhere outside of Canada for the purposes described in the Privacy Policy. We require these service providers to only use your personal information to perform the services we have retained them to provide and we take reasonable steps to ensure that these service providers comply with legal requirements under privacy legislation in Canada.

Pacific Cove has taken reasonable measures to ensure that personal information handled by its service providers on our behalf is protected and not used or disclosed for purposes other than as directed by Pacific Cove, subject only to local legal requirements applicable to those service providers.

## OUR WEBSITE

When you use our website, we collect the personal information that you provide to us, for example, the information you provide when completing an online form, using the “Contact Us” section, or sending an email. Our website also collects personal information to track usage patterns to optimize our website service. Each time you visit our website our server records your Internet Service Provider, the date and time of your visit, the pages you visit, the documents you download, the searches you perform, your cookies, and your referring URL.

A cookie is a small file that is passed from our website to your computer. Cookies are used to save information about the interaction between you and our website. We use your browser (e.g., Internet Explorer or Firefox) to store cookie files on your computer’s local hard drive, and our website can later retrieve these cookies. Allowing us to store cookies makes using our website easier. For example, you can avoid having to login for every visit and we can keep track of your preferences. You may set up your computer to reject all or some cookies, but this may result in you not being able to use certain features on our website. You can also opt out of having your cookies collected by our website.

For your convenience, we may offer links from our website to other websites. However, Pacific Cove is not responsible for, nor do we accept any liability for, the personal information collection, use and disclosure practices of other entities to which our website may link. You should consult the privacy policies of these other entities before providing any personal information on their websites.

## RETENTION & SECURITY

We keep your personal information for as long as you remain a customer of Pacific Cove. Once you cease being a customer we may keep it for as long as is necessary to enable us to respond to any questions or complaints you may have as well as to maintain records to abide by any legal, accounting or reporting requirements to which we may be subject.

We protect your personal information using physical, electronic and procedural security measures appropriate to the sensitivity of the information in our custody or control. These include safeguards to protect against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.



N O R T H  
G R O V E

## YOUR RIGHTS & CONTACTING US

You may withdraw your consent to our collection, use or disclosure of your personal information so long as we no longer need it to fulfill a purpose. If we need your personal information for any purpose, we will inform you of that purpose in response to your cessation of collection, use or disclosure request. You may also request that we erase any personal information we have collected from you if we no longer need it to fulfill a purpose. If we need your personal data for any purpose, we will inform you of that purpose in response to your erasure request. Lastly, you may request access to or the correction of any personal information we have collected from you.

If you wish to make any of the above requests, or have any questions regarding the Privacy Policy, please contact us at:

604-736-1866

[info@pacificcoveproperties.com](mailto:info@pacificcoveproperties.com)

200-1785 West 4th Avenue, Vancouver, BC, V6J 1M2