



November, 2024

****Strata Corporation LMS280 Privacy Policy****

The Personal Information Protection Act (PIPA) requires organizations to develop and follow policies and practices to meet their obligations under PIPA, and to make these documents available on request. PIPA applies to more than a million private sector organizations in British Columbia, including businesses, charities, associations, non-profits, and labour unions. Its purpose is to govern the collection, use, and disclosure of personal information by these groups. PIPA recognizes both the right of individuals to protect their personal information and the need of organizations to collect, use, or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances. Privacy policies describe how an organization handles personal information in a manner that is compliant with PIPA. Privacy policies can also let individuals know how an organization handles personal information and what rights they have to access that information.

The following is a link to the Personal Information Protection Act (PIPA).
https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/03063_01

Personal information can be defined... **"personal information"** means information about an identifiable individual and includes employee personal information but does not include

- (a) contact information, or
- (b) work product information;

LMS 280 (Chateau Comox) is committed to following and operating within the PIPA guidelines.

This Privacy Policy describes how Strata Corporation LMS 280 ("we," "us," or "our") collects, uses, and shares information about you when you use our services or interact with us, including through email, our website, mobile applications, and any other online platforms (collectively, the "Services"). By accessing or using our Services, or interacting with us you agree to this Privacy Policy.

****1. Information We Collect****

- Personal Information: We may collect personal information such as your name, address, email address, phone number, and other similar contact information when you interact with us.
- Strata Lot Information: We may collect information about your strata lot, including ownership details, unit number, and other relevant details.
- Payment Information: If you make payments to us, we may collect payment information such as credit card details, banking information or other financial information.
- Retention and Disposal: Your personal information is retained only while you are an owner and member of the strata corporation or whereby required by law. Your personal information will be disposed of in a safe manner upon the sale of your unit.

****2. How We Use Your Information****

We may use the information we collect for various purposes, including:

- Providing and maintaining the Services;
- Communicating with you and responding to your inquiries;
- Processing payments and the collection of Strata Fees;
- Improving our Services and developing new features;
- Protecting against fraud and unauthorized transactions;
- Complying with legal and regulatory requirements.

****3. How We Secure Your Information**

- Your financial information is secured by industry standards taken by our Property Manager to collect your strata fees.
- Your contact information is only used by your strata council and the Property Manager. Access to the strata email is limited to sitting members of strata council and the password is changed when council changes.

****4. How We Share Your Information****

We may share your information with third parties for various purposes, including:

- Service Providers: We may share your information with third-party service providers to help us provide the Services, such as Strata property management, payment processors, or IT service providers.
- Legal Compliance: We may share your information when required by law or in response to legal process, such as a court order or subpoena.
- The Strata Corporation shall be in full compliance with BC's Personal Information Protection Act (PIPA).

****5. Limiting Use and Disclosure**

- We will only use your information for strata purposes. We will not sell or disclose your personal information to any other individuals, businesses, organization or agencies.

****6. Your Choices****

You have certain choices regarding the collection, use, and sharing of your information, such as opting out of certain communications to avoid others in the building from potentially seeing your email address. Please note that some choices may impact your ability to use certain features of the Services.

Strata can only collect, use and disclose personal information that a reasonable person would consider appropriate in the circumstances.

****7. Data Security****

We are committed to accuracy and will take reasonable measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, so we cannot guarantee absolute security.

We are committed to ensuring that your personal data is secure, by ensuring that our property management company uses industry standard methods to secure your data, including end-to-end encryption where possible. Access to our email distribution list is restricted to use by our Secretary.

The Strata Corporation's Privacy Officer shall review all "public notices", if a specific strata lot is named, and all Minutes (AGM, SCM, SGM) to ensure that those notices and minutes are compliant with the PIPA guidelines for privacy protection.

We are committed to accuracy within the limits of our knowledge. We only use personal information for Strata business and will not disclose your personal information unless a third party (contractor for example) is required to be involved in any issue with your condo, or whereby we are required by law to do so.

****8. Changes to this Privacy Policy****

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website.

****9. Breach of Security**

If an owner has a concern about a breach of the privacy policy, they should put forward their concern in writing to the Privacy Officer. Owners can contact the office (OIPC) if

they have any questions or concerns. (OIPC: Office of the Information and Privacy Commissioner; <https://www.oipc.bc.ca>)

****10. Access to Your Information**

All owners have the right to access their own personal information by a request to our Property Manager or Privacy Officer.

****11. Contact Us****

If you have any questions or concerns about this Privacy Policy, wish to “Opt Out” as spelt out in Section 4, or wish to report anything to the Privacy Officer, please contact our Property Manager.