

Affordable Home Watch Ltd. Personal Information Protection Policy

Affordable Home Watch Ltd. is committed to safeguarding the personal information entrusted to us by our customers. We manage your personal information in accordance with Alberta's *Personal Information Protection Act* and other applicable laws. This policy outlines the principles and practices we follow in protection of your personal information.

What is personal information?

We collect only the personal information that we need for the purposes of providing services to our customers, including person information needed to:

- Open and manage an account
- Deliver requested services
- Contact customers about appointments
- Follow up with customers to determine satisfaction with services
- Meet our regulatory requirements

We normally collect information directly from our customers. We may collect your information from other persons with your consent or as authorized by law.

The information we collect:

- Home address and phone numbers
- Email address
- Emergency contact information
- Security access where applicable

We inform our customers, before or at the time of collecting personal information, of the purposes for which we are collecting the information. However, we don't provide this notification when a customer volunteers information for an obvious purpose (for example, the customers' address where we will be providing our services).

Consent

We ask for consent to collect, use or disclose customer personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume your consent in cases where you volunteer information for an obvious purpose.

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask clients to provide their consent orally, in person, by telephone, in writing, by checking a box on a form, or electronically (by clicking a button).

A customer may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect your decision, but we may not be able

to provide you with certain services if we do not have the necessary personal information as identified above.

We may collect, use or disclose customer personal information without consent only as authorized by law. For example to collect a debt owed to our organization, in an emergency that threatens life, health or safety.

How do we use and disclose personal information?

We use and disclose customer personal information only for the purposes for which the information was collected, except as authorized by law. For example, we may use customer information to contact you regarding the condition of your property. The law also allows us to use that contact information for the purpose of collecting a debt owed to our organization, should that be necessary.

If we wish to use or disclose your personal information for any new business purpose, we will ask for your consent.

How do we safeguard personal information?

We make every reasonable effort to ensure that customer information is accurate and complete. We rely on our customers to notify us if there is a change to your personal information that may affect your relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible.

In some cases we may ask for a written request for correction.

We protect customer personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We will notify the Office of the Information and Privacy Commissioner of Alberta, without delay, of a breach affecting personal information if it creates a real risk of significant harm to individuals.

We retain customer personal information only as long as it is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

We render customer personal information non-identifying, or destroy records containing personal information once the information is no longer needed.

We use appropriate security measures when destroying customer personal information, including shredding paper records and permanently deleting electronic reports.