

Cookies and Tracking Policy

Scope and technology

This policy explains cookies and similar technologies on Reside's public website. Cookies are small files stored by a browser. Pixels, local storage, embedded services and server-side tools can also transmit information. Technical identifiers may be personal information even if they do not contain your name. Our Privacy Policy identifies Reside, its Privacy Officer and your privacy rights.

Categories and choices

Essential technologies support functions you request, such as security, form delivery, sessions and remembering privacy choices. They are limited to those purposes. Blocking them in your browser may prevent some features from working.

Optional technologies may support preferences, audience measurement or advertising. We enable only the optional technologies identified in our current inventory and only after the relevant choice is made. Optional categories are off by default. Choosing "Reject optional" does not prevent you from viewing listings or applying through an available alternative route.

Use "Cookie settings" in the website footer to accept, reject or change optional categories. Closing the banner or continuing to browse does not accept optional tracking. Changing a choice stops future optional activity controlled by Reside; it does not automatically erase information already lawfully collected. Contact the Privacy Officer about that information. Browser settings can also remove stored cookies.

Embedded and external services

Maps, videos and scheduling tools can disclose technical information to their providers when loaded. Where optional, we hold them until the relevant choice or a clearly explained activation. Following an external link takes you to that provider's site and its own controls. We remain accountable for technologies we choose to load on our site and information under our control.

We do not permit advertising pixels or session-replay tools to capture rental-application content, identification, financial information or resident and owner portal activity. We do not upload applicant or tenant lists for advertising audiences under this policy.

Technology inventory and retention

Cookies and similar technologies remain active for different periods. Some expire when you close your browser; others remain until they expire or are deleted. Providers may retain information they receive for a different period than the cookie itself.

Details of the technologies used on our website, including their providers, purposes and retention periods, are listed below. Information may be processed outside Canada, as described in our Privacy Policy.

Contact and updates

Questions: Privacy Officer, ericko@residemanage.com; Reside Management 18th Floor, 450 Southwest Marine Drive, Vancouver, BC V5X 0C3. We update this policy and the inventory when technologies change and obtain new choices where required.