

Reside Management Privacy Policy

Who we are and what this policy covers

1163531 B.C. Ltd., doing business as Reside Management (Reside, we, us), provides residential rental property management, tenant placement and related services in British Columbia. This policy explains how we handle personal information in website inquiries, applications, tenancies, owner relationships and business operations, whether online, on paper, by telephone or in person.

Personal information is information about an identifiable individual, subject to applicable statutory exclusions. Our principal private-sector privacy law is British Columbia's Personal Information Protection Act (PIPA). Federal privacy requirements apply to activities within their scope. This policy does not replace tenancy rights, brokerage duties or another applicable law.

Accountability and contact

Our Privacy Officer oversees privacy questions, complaints, access and correction requests and our privacy program. We remain responsible for personal information under our control, including information handled for us by service providers.

Privacy Officer – Ericko Toni

Reside Management

18th Floor, 450 Southwest Marine Drive, Vancouver, BC V5X 0C3

Email: ericko@residemanage.com

Please put "Privacy" in the subject line. Do not send identity documents or sensitive financial information with an initial inquiry; we will arrange an appropriate method if needed.

Why we collect information

We collect only information reasonably needed for a stated purpose: answering inquiries; arranging viewings; assessing an application; establishing and administering a tenancy or management relationship; processing payments; arranging repairs and inspections; meeting lawful building requirements; addressing disputes and safety issues; or fulfilling accounting, brokerage and other legal obligations.

We explain collection purposes at or before collection unless the law permits otherwise. We do not require consent to unrelated uses as a condition of applying for or renting a home.

Inquiries and website information

An inquiry may include your name, contact details, property interests and message. Please avoid unnecessary sensitive details. Website operation may involve technical information such as IP address, browser, device and security logs. The Cookies and Tracking Policy describes website technologies and available choices. Visiting our website does not authorize a credit check or unrelated marketing.

Rental applications and screening

Depending on the stage and what is reasonably needed, we collect identity and contact information, proposed occupancy and move-in details, tenancy history, authorized references, evidence of ability to pay rent and expressly authorized credit information. We also retain the decision and relevant supporting records.

Each adult applicant or guarantor supplies their own authorization. We verify identity using a proportionate method, normally viewing identification rather than retaining a copy. We do not require a Social Insurance Number for rental screening. A date of birth is requested only where reasonably necessary for an identified verification or credit-check step, through the designated secure process.

We accept reasonable alternatives to employment income evidence, including other lawful income or resources. Applicants should redact unrelated transactions, account numbers, SINs and unnecessary third-party details. Payment instructions are collected after a tenancy is established, separately from screening.

We may review relevant information from online sources, including Google Search, Tribunal, BC Court Service, Facebook (Meta), LinkedIn, Instagram, WeChat, TikTok and X, to verify rental application information. We collect and use personal information for reasonable, identified screening purposes with consent appropriate to the circumstances or as otherwise permitted by law. Public visibility alone does not authorize collection or use.

We limit online checks to information reasonably necessary for those purposes, take reasonable steps to confirm identity and accuracy, and avoid unrelated sensitive information. We do not request passwords or access to private accounts, or use protected personal characteristics to assess applicants. Consent does not authorize excessive collection. Applicants may contact our Privacy Officer about these checks, their consent choices or alternative verification.

Declining an optional check does not automatically disqualify an application. If necessary application information cannot be verified, we explain how this may affect assessment. We do not use routine criminal-record checks. We do not routinely request citizenship, immigration status, medical diagnoses, prior infestation history or copies of identity documents. Any exceptional collection requires a reasonable purpose and lawful basis.

We apply lawful, property-relevant criteria and do not discriminate on grounds protected by the BC Human Rights Code. Accommodation information is handled privately and only by those who need it. Information about children is limited to legitimate occupancy and tenancy-administration needs.

Tenants and property owners

For tenancy administration, we may handle agreements, notices, rent and deposit records, authorized payment details, insurance confirmation, emergency contacts, parking information, service requests, inspection records and relevant communications. Owners may provide contact, ownership, agreement, payment, accounting and tax information needed for our services or legal duties.

We may receive relevant information from an owner, tenant, authorized reference, contractor, strata representative or other lawful source. We assess whether collecting and using it is reasonable; receiving information does not automatically authorize wider use or disclosure.

Inspections and images

Inspection and repair records may include photographs reasonably needed to show property condition, damage, repairs or safety concerns. We focus on the relevant area and avoid unnecessary images of people, documents, screens or unrelated belongings. Lawful entry does not provide unlimited permission to photograph personal information. We address photography purposes and authority separately from entry requirements.

We do not use identifiable occupied-home images for advertising without appropriate, separate permission. Refusing optional marketing photographs does not by itself affect a tenancy. We do not record calls or use transcription tools without the required notice and lawful authority.

Consent and your choices

Consent may be express or implied where permitted by PIPA, depending on the information's sensitivity, the purpose and reasonable expectations. We provide required notice and obtain express consent where appropriate, including for credit checks and sensitive or non-obvious uses. We rely on implied consent or an exception to consent only when its legal conditions are met. This policy does not itself authorize unrestricted screening.

You may withdraw consent on reasonable notice, subject to lawful restrictions. We explain likely consequences, which may include being unable to complete a particular screening step or optional service. Withdrawal does not require destruction of records we must lawfully retain or prevent uses or disclosures that the law permits without consent. We will discuss reasonable alternatives where available.

Who may receive information

We limit disclosure to what is reasonably needed for an authorized purpose. Recipients may include:

Authorized Reside personnel and service providers supporting property management, applications, credit screening, communications, signatures, payments, storage or website operation.

The property owner or landlord, for rental decisions and tenancy administration. We ordinarily provide a relevant summary rather than circulating the whole application file.

Contractors, strata representatives and building personnel who need limited information for repairs, access, building administration or a lawful requirement.

Insurers, accountants, legal advisers, regulators, courts, tribunals or authorities where consent or another lawful basis permits or requires disclosure.

Prospective landlords or property managers, for relevant tenancy references with your consent or as otherwise permitted by law. We take reasonable steps to ensure information disclosed is accurate and appropriate for the purpose.

Access to personal information is limited to authorized purposes. We do not sell applicant or tenant information or share it for unrelated marketing. Disclosures connected with a business transaction are subject to applicable legal requirements.

Service providers and processing locations

Our application and property-management processes use Buildium or its ManageBuilding services. Other approved providers may support the functions described above. Providers can have their own terms for services they independently offer; this does not remove Reside's responsibility for information under its control.

Some service providers or authorized support personnel may access or process information outside BC or Canada. Information may be subject to lawful access in the jurisdiction where it is processed. We assess these arrangements, limit access and use appropriate contractual and security measures. Contact the Privacy Officer with questions about service providers or processing locations.

Marketing and automated tools

We keep service messages separate from optional marketing. Promotional email or SMS requires an applicable legal basis, identification and a working unsubscribe method. Unsubscribing from marketing does not stop essential tenancy or service communications. To stop promotional emails, use the unsubscribe link provided or email admin@residemanage.com with STOP in the subject line. We process requests without delay and within 10 business days. Necessary non-promotional tenancy, application and service messages may continue.

Our policy does not permit personal information to be entered into unapproved AI tools or used to train general-purpose AI models. Any proposed use of personal information with AI requires privacy review, suitable safeguards and any required notice or consent. Rental decisions require accountable human review.

Accuracy and security

We take reasonable steps to keep information accurate and complete when it is likely to affect a decision about you or be disclosed to another organization. Please tell us about errors or changes.

We use safeguards appropriate to the information, including access restrictions, approved business systems, authentication, staff confidentiality requirements, secure storage and controlled disposal. No

method of storage or transmission is completely secure. We investigate suspected privacy incidents and take corrective action, including notification where required or appropriate.

How long we keep information

We retain information for the identified purpose and applicable legal or reasonable business needs. Information used to make a decision directly affecting an individual is kept for at least one year after that use under PIPA. Prescribed brokerage records have separate retention requirements, including seven-year periods with different starting points under the Real Estate Services Rules.

We do not automatically keep every unsuccessful application attachment or duplicate for seven years. Access requests, complaints, investigations or actual or reasonably anticipated proceedings may require relevant records to be preserved longer. When information is no longer needed and no retention duty or hold applies, we securely destroy it or make it non-identifiable.

Access and correction

Write to the Privacy Officer to request your personal information under our control, information about its use and the recipients to whom it was disclosed, or correction of an error or omission. Please describe the records or correction sufficiently for us to locate them. We provide reasonable assistance and verify identity without collecting unnecessary identification.

For a PIPA access request, the ordinary response period is 30 days as defined by PIPA, excluding Saturdays and holidays, subject to lawful extensions. We explain a permitted extension and your review rights. Our normal practice is not to charge for routine requests. If a minimal fee is permitted and proposed, we provide a written estimate first; employee personal-information access is not charged.

Access is subject to statutory exceptions, including certain third-party information and legal privilege. Where possible, we remove protected information and release the remainder. If refusing access, we explain the applicable legal basis and review rights. We correct substantiated errors and notify prior recipient organizations where required. If we decline a correction, we annotate the record with the requested correction as required by law.

Complaints and changes

Contact the Privacy Officer with a privacy concern. We aim to acknowledge complaints within five business days and provide a substantive response within 30 business days, or explain the status. These service targets do not extend legal deadlines or restrict your right to contact the Office of the Information and Privacy Commissioner for BC at <https://www.oipc.bc.ca>. Federal matters may be raised with the Office of the Privacy Commissioner of Canada at <https://www.priv.gc.ca>.

We update this policy prospectively and display the effective date. Material new purposes require appropriate notice and, where necessary, fresh consent. A policy update does not retroactively authorize earlier practices.