

PRIVACY: POLICY ON THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION OF EMPLOYEES AND CONTRACTORS

1.0 Objective & Scope of Policy

This Policy governs the collection, use and disclosure of Personal Information by *Royal LePage Team Realty* from and about individuals who are, or seek to be, employed by or associated with *Royal LePage Team Realty*. This Policy also applies to any independent Contractors working for the firm (e.g. Brokers, Brokers' assistants).

This Policy Statement applies to *Royal LePage Team Realty* not only as an organization but also to each individual as a Contractor, an Employee or prospective Employee, as a condition of employment or association with *Royal LePage Team Realty*, with respect to the Personal Information of other Employees or Contractors.

Royal LePage Team Realty will from time to time review and revise its privacy practices and this Policy. In the event of any amendment, Employees / Contractors will receive appropriate notice as soon as possible following the amendment. Policy changes will apply to the information collected from the date of the revised Policy as well as to existing Personal Information about Employees and Contractors held by *Royal LePage Team Realty*

In the event an Employee or Contractor has questions about (a) access to Personal Information; (b) the collection, use, management or disclosure of Personal Information; or (c) this Policy, that Employee or Contractor should contact **Jason Ralph (Privacy Officer) at 613-725-1171.**

2.0 The Collection, Use & Disclosure of Personal Information

For the purposes of this Policy,

"Aggregated Information" means any information, recorded in any form, about more than one individual where the identity of the individuals is not known and cannot be inferred from the information.

"Employee" means an individual seeking to be employed, currently employed or formerly employed by Royal LePage Team Realty in a management or non-management capacity.

"Contractor" means any individual associated with Royal LePage Team Realty and who is not an employee of the Firm (e.g. Brokers, Brokers' assistants);

"Personal Information" means any information, recorded in any form, about an identified individual, or an individual whose identity may be inferred or determined from the information.

Royal LePage Team Realty collects and maintains different types of Personal Information from Employees and Contractors, including:

- (a) Identification information such as an Employee / Contractor name, home address, telephone, personal email address, date of birth, Employee / Contractor identification number and marital status;
- (b) Employment/Independent Contract information such as an Employee or Contractor salary or commission, job title, resumes, applications, copies of school, college and university diplomas, background verification information, employment references;
- (c) Financial information such as bank account numbers, where required for direct deposit purposes and tax related information; and

- (d) Other information necessary to *Royal LePage Team Realty's* business purposes, which may be voluntarily disclosed in the course of an individual's application and employment or association with *Royal LePage Team Realty*.

Royal LePage Team Realty collects Personal Information through a variety of means and from different sources, including Personal Information that:

- ❑ Employees and Contractors provide (i) in conversations, in correspondence or through application and other forms; or (ii) using Royal LePage Team Realty's office and computer equipment and software, including e-mail and Internet applications
- ❑ Royal LePage Team Realty receives from third parties, such as individuals or organizations who provide test results or references; and

Royal LePage Team Realty may collect Personal Information about Employees and Contractors in the course of any monitoring activities. See [Section 5](#) below for further information concerning monitoring.

Royal LePage Team Realty uses the information provided verbally or in writing by individuals upon their application for employment or association with (and/or which may be provided during the course of employment or association by Royal LePage Team Realty), for different purposes in the management and administration of the relationship between Royal LePage Team Realty and that individual.

The purpose for the use (as well as the initial collection and possible disclosure) of Personal Information is for the administration, planning and management of an individual's relationship with Royal LePage Team Realty and includes, but is not limited to:

- a) Determining eligibility for initial employment or association, including the verification of references and qualifications;
- b) Administering commissions or pay and benefits;
- c) If applicable, administering franchisor award programs;
- d) Processing of employee work-related claims (e.g. worker compensation, insurance claims, etc.)
- e) Establishing training and/or development requirements;
- f) Assessing qualifications for a particular assignment, job or task;
- g) Gathering evidence for disciplinary action, should it be necessary;
- h) Establishing a contact point in the case of an emergency (next of kin);
- i) Complying with applicable labour or employment statutes;
- j) Compiling directories;
- k) Ensuring the security of company-held information; and
- l) For such other purposes as is required for the administration of relationships with employees or contractors by Royal LePage Team Realty.

Royal LePage Team Realty does not sell, trade, barter or exchange for consideration Personal Information about any Employee or Contractor.

There are circumstances where the use and/or disclosure of Personal Information may be justified or permitted or where Royal LePage Team Realty is obliged to disclose information without consent. Such circumstances may include:

- ❑ Where required by law or by order of a [court, administrative agency or other governmental](#) tribunal;

- ❑ Where Royal LePage Team Realty believes, upon reasonable grounds, that it is necessary to protect the rights, privacy, safety or property of an identifiable person or group;
- ❑ Where required, to determine or administer Employee / Contractor pay and benefits;
- ❑ Where it is alleged that the person concerned is: guilty of a criminal offence; civilly liable in a legal action; or guilty of professional misconduct;
- ❑ Where it is necessary to permit Royal LePage Team Realty to pursue available remedies or limit any damages that it may sustain; and
- ❑ Where the information is public.

Where obliged or permitted to disclose information without consent, Royal LePage Team Realty will not disclose more information than is required.

Royal LePage Team Realty may disclose Personal Information of Employees and Contractors to organizations that assist Royal LePage Team Realty by performing services on its behalf. Personal Information will only be provided to such organizations if they agree to use such information solely for the purposes of providing services to Royal LePage Team Realty and under the instruction of Royal LePage Team Realty and, with respect to that information, to act in a manner consistent with the relevant principles articulated in this Policy.

Personal Information may also be subject to transfer to another company in the event of a change of ownership of all or part of Royal LePage Team Realty

3.0 Accuracy & Retention of Information

Royal LePage Team Realty endeavours to ensure that any Personal Information in its possession is as accurate, current and complete as necessary for the purposes for which Royal LePage Team Realty uses that information.

Royal LePage Team Realty retains Personal Information about Employees and Contractors as long as Royal LePage Team Realty believes it is necessary to fulfil the purpose for which it was collected and Firm legal or business requirements. Personal Information is retained in an Employee or Contractor's personnel file for:

The term of his or her employment or association with the Firm;

- Until such Personal Information is superseded, in which cases such "obsolete" Personal Information is destroyed;
- Seven (7) years following such employment or association; and
- As required to comply with statutory or other legal purposes.

4.0 Security

Royal LePage Team Realty endeavours to maintain adequate physical, procedural and technical security with respect to its offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of an Employee or Contractor's Personal Information.

As part of those precautions, Royal LePage Team Realty restricts access to an Employee or Contractor's Personal Information to those Employees, Contractors and others (i.e. individuals or organizations

providing services to Royal LePage Team Realty) that it determines need to know that information in order that Royal LePage Team Realty may conduct its activities.

If any Employee or Contractor misuses the Personal Information of another Employee or Contractor, this will be considered as a serious offence for which, in the case of an employee, disciplinary action may be taken, up to and including termination of employment, or, in the case of a Contractor, termination of the relationship between that individual and the Firm if the circumstances warrant such action. If any individual or organization providing services to Royal LePage Team Realty misuses the Personal Information of an Employee or Contractor – provided for the purpose of providing services to Royal LePage Team Realty - this will be considered a serious issue for which action may be taken, up to and including termination of the service agreement between Royal LePage Team Realty and that individual or organization, if the circumstances warrant such action.

5.0 Monitoring

Royal LePage Team Realty provides for the use of Employees and Contractors computers, telephones and related office and communication equipment as well as software applications.

In the course of conducting business, Royal LePage Team Realty may monitor Employee and Contractor activities and its property.

Royal LePage Team Realty may monitor its computer resources to ensure that damage to or illegal use of those resources is limited (e.g. damage caused by viruses). It may monitor the physical premises to ensure that only authorized personnel access the Firm's offices or certain areas within Royal LePage Team Realty offices. It does these things so as to ensure the efficient use of its systems and equipment, to protect Royal LePage Team Realty property and to ensure compliance with applicable laws and Royal LePage Team Realty policies. Access rights to Employee and Contractor e-mail boxes and logs will be restricted to those with the responsibility for administering Royal LePage Team Realty's Information Technology systems. Such access will be as limited as possible.

This section is not meant to suggest that Employees and Contractors will be continually monitored or their actions subject to constant surveillance. It is meant to bring to attention the fact that such monitoring may occur and may result in the collection of Personal Information from Employees or Contractors (e.g. through their use of Royal LePage Team Realty's resources). **When using Royal LePage Team Realty equipment or resources Employees and Contractors should not have any expectation of privacy with respect to their use of such equipment or resources.** Any collection of Personal Information held or used in the course of monitoring will not be more than is necessary for the purpose of the monitoring.

Monitoring is or will be done on an "as required" basis and will be in proportion to the risks that Royal LePage Team Realty faces. Royal LePage Team Realty will conduct any monitoring in the least intrusive way possible.

6.0 Accessing and Updating Personal Information

Royal LePage Team Realty permits the reasonable right of access and review of Personal Information about an Employee or Contractor held by the Company. If an Employee or Contractor believes the information about them is not correct, the Employee or Contractor may request an amendment of that information by making a request to [name or title of individual]. Royal LePage Team Realty reserves the

right not to change any Personal Information but will append any alternative text the individual concerned believes to be appropriate.

Where information will be disclosed to an Employee or Contractor, Royal LePage Team Realty will endeavor to provide the information in question within a reasonable time and no later than 30 days following the request.

To guard against fraudulent requests for access or corrections, Royal LePage Team Realty may require sufficient information to allow it to confirm that the person making the request is authorized to do so before granting access or making corrections. This may occur, for example, where an authorized representative seeks information about a former or deceased Employee or Contractors or where law enforcement authorities seek information about an Employee or Contractor.

Royal LePage Team Realty reserves the right to decline to provide access to Personal Information where the information requested:

1. Would disclose:
 - a. Personal Information, including opinions, about another individual or about a deceased individual; or
 - b. Trade secrets or other business confidential information that may harm Royal LePage Team Realty or competitive position of a third party or interfere with contractual or other negotiations of Royal LePage Team Realty or a third party;
2. Is subject to solicitor-client or litigation privilege;
3. Is not readily retrievable and the burden or cost of providing would be disproportionate to the nature or value of the information;
4. Does not exist, is not held, or cannot be found by Royal LePage Team Realty
5. Could reasonably result in (i) serious harm to the treatment or recovery of the individual concerned, (ii) serious emotional harm to the individual or another individual, or (iii) serious bodily harm to another individual; or
6. May harm, or interfere with, law enforcement activities and other investigative or regulatory functions of a body authorized by statute to perform such functions.

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure. Royal LePage Team Realty will not respond to repetitious or vexatious requests for access.

7.0 Do Not Call List

Our company policy regulates “cold calling” from our office phone lines or in the name of our brokerage. No employee / agent shall solicit business by “cold calling” a phone number that is registered on the National Do Not Call List.

Royal LePage Team Realty subscribes as a registered “telemarketer” with the CRTC National Do Not Call List in the 613 area code only. We do not have registered numbers within the 343 area code available. Agents must ensure that they have permission before cold calling / contacting any number in any area code.

Team Realty agents are able to access the list to cross reference any phone number that they are

planning to contact with the DNCL. Access to the Do Not Call Registry for the 613 area code and instructions on use can be found on <https://teamdashboard.ca/dncl/>

Make sure you have permission to call people **BEFORE** you call!

Serious Fines from the CRTC can be levied against an agent as an individual as well as against our company. Any fines levied against an agent and the company as a result of an agent's actions will be their responsibility for payment.