

Peterborough Co-operative Homes Inc.

## **Personal Information Protection Policy**

1. The Personal Information Protection Officer will ensure that the co-op follows the Personal Information Protection and Electronic Documents Act and its principles. They will receive and follow up on any inquiries or complaints about how the co-op collects, uses and shares personal information.
2. The co-op shall only collect the personal information that it requires to ensure sound management of the co-op and fulfil its obligations to its members and the government.
3. The co-op shall use and share personal information only with the agreement of the individuals concerned.
4. The co-op will store personal information securely to prevent unauthorized use. The co-op will destroy personal information when the co-op no longer needs it.
5. Individuals will, on request, have access to any personal information about themselves that the co-op has. The co-op will correct any errors in personal information that the individual brings to its attention.

Approved by the Board of Directors: September 15, 2004

Approved by the General Members: November 29, 2004

Reviewed by the Board, no changes made : July 11, 2011

Peterborough Co-operative Homes Inc.  
**Personal Information Complaints Procedure**

If you have a complaint about how the co-op deals with personal information :

1. Talk to the co-op's personal Information Protection Officer (PIP Officer) to find out if the Personal Information and Electronic Documents Act (PIPED Act) covers the subject of your complaint.
2. If it appears that the co-op has not followed the PIPED Act, put your complaint in writing sign it, and give it to the PIP Officer. You can ask the PIP Officer to help you write the letter.
3. Wait a reasonable time for a response.
4. If you are not satisfied with the response, you can take your complaint to the federal Privacy Commissioner.

Approved by the Board of Directors: September 15, 2004

Approved by the Members : November 29, 2004

Reviewed by the Board, no changes made : July 11, 2011