

Privacy Policy

How Rodney Harvey handles your data

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Introduction

This Privacy Policy will help you better understand how we collect, use, and share your personal information. If we change our privacy practices, we may update this privacy policy. If any changes are significant, we will let you know (for example, by email).

Our values

Trust is the foundation of my business and includes trusting us to do the right thing with your information. Two main values guide us as we develop our services. These values should help you better understand how we think about your information and privacy.

- **Your information belongs to you**

We carefully analyze what types of information we need to provide our services, and we try to limit the information we collect to only what we really need. Where possible, we delete or anonymize this information when we no longer need it. When building and improving our services, our guiding principle is that your information belongs to you, and

we aim to only use your information to your benefit.

- **We protect your information from others**

If a third party requests your personal information, we will refuse to share it unless you give us permission or we are legally required. When we are legally required to share your personal information, we will tell you in advance, unless we are legally forbidden.

Why we process your information

We generally process your information when we need to do so to fulfill a contractual obligation, or where we or someone we work with needs to use your personal information for a reason related to their business (for example, to provide you with a service). Canadian law calls these reasons “legitimate interests.” These “legitimate interests” include:

- preventing risk and fraud
- answering questions or providing other types of support
- providing and improving our services
- providing reporting and analytics
- testing out features or additional services
- assisting with marketing, advertising, or other communications

We only process personal information for these “legitimate interests” after considering the potential risks to your privacy—for example, by providing clear transparency into our privacy practices, offering you control over your personal information where appropriate, limiting the information we keep, limiting what we do with your information, who we send your information to, how long we keep your information, or the technical measures we use to protect your information.

Your rights over your information

We believe you should be able to access and control your personal information no matter where you live. Depending on how you use our services, you may have the right to request access to, correct, amend, delete, port to another service provider, restrict, or object to certain uses of your personal information (for example, direct marketing). We will not provide you with a different level of service if you exercise any of these rights.

If you purchase a service from us and wish to exercise these rights over information about your purchase, you need to directly contact us. Please note that if you send us a request relating to your personal information, we have to make sure that it is you before we can respond. In order to do so, we may ask to see documentation verifying your identity, which we will discard after verification.

If you would like to designate an authorized agent to exercise your rights for you, please email us from the email address we have on file for you. If you email us from a different email address, we cannot determine if the request is coming from you and will not be able to accommodate your request. In your email, please include the name and email address of your authorized agent.

If you are not happy with our response to a request, you can contact us to resolve the issue. You also have the right to contact your local data protection or privacy authority at any time.

Where we send your information

We are a Canadian company, but we work with and process data about individuals across the world. To operate our business, we may send your personal information outside of your state, province, or country, including to the United States. This data may be subject to the laws of the countries where we send it. When we send your information across borders, we take steps to protect your information, and we try to only send your information to countries that have strong data protection laws.

Transfers outside of Europe and Switzerland

If you are in Europe or Switzerland, when we send your personal information to Canada it is protected under Canadian law, which the European Commission has found will adequately protect your information. If we then send this personal information outside of Canada (for example, when we send this information to our affiliates), this information is protected by contractual commitments that are comparable to those provided in standard contractual clauses.

Finally, while we do what we can to protect your information, we may at times be legally required to disclose your personal information (for example, if we receive a valid court order).

How we protect your information

We work tirelessly to protect your information, and to ensure the security and integrity of our services. However, we all know that no method of transmission over the Internet, and method of electronic storage, can be 100% secure. This means we cannot guarantee the absolute security of your personal information.

How you can reach us

If you would like to ask about, make a request relating to, or complain about how we process your personal information, you can contact us by email at [rodneyharvey \[at\] royallepage.ca](mailto:rodneyharvey@royallepage.ca), or at the addresses below. If you would like to submit a legally binding request to demand someone else's personal information (for example, if you have a subpoena or court order), please contact us for our [Guidelines for Legal Requests](#).

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