

# RateOurHome.ca Privacy Policy

This Privacy Policy describes:

- The information that the Greater Vancouver Regional District (“**Metro Vancouver**”) collects from those participating (the “**Participants**”) in the Program;
- How that information is used by Metro Vancouver; and
- The rights and options available to those Participants.

This Privacy Policy is incorporated as part of the RateOurHome.ca Program (“**Program**”) Official Terms (the “**Terms**”).

## **By consenting to participate in the Program, Participants also consent to this Privacy Policy.**

In this Privacy Policy, the term "personal information" means information about an identifiable individual that is recorded in any form, which may include demographic information, address, contact information, personal opinions or views. References to “information” in this Privacy Policy are deemed to include references to “personal information”.

## **Contact Metro Vancouver**

If you have any questions or concerns about the collection of your personal information or wish to update your personal information, please contact Metro Vancouver at [RateOurHome@metrovancouver.org](mailto:RateOurHome@metrovancouver.org).

## **Information that is being collected**

The categories of information collected by Metro Vancouver will include all or some of the following.

- **Eligibility information:** Information is collected to establish eligibility for Program participation, including but not limited to home address and information related to the EnerGuide Home Evaluation.
- **Property information:** Information on your home and EnerGuide Home Evaluation is collected, including but not limited to EnerGuide file number, energy advisor that conducted Energy Evaluation, Date of Evaluation, Home Builder, listing ID and web link if the property is listed for sale, and any other energy efficiency-related certifications. Metro Vancouver will use the EnerGuide file number to request and obtain your EnerGuide Home Evaluation data and results from Natural Resources Canada, and contact your energy advisor to obtain the EnerGuide Rating and label. The additional property information will be used to populate the display information about your home on the RateOurHome.ca website.
- **Contact information:** Information collected will be used to communicate with you before, during and after the Program, including but not limited to name, phone number, email address, home address; collection varies from the use of personal information, please see below the "Use of Information" section.
- Your application information will be visible only to authorized staff at Metro Vancouver.

## **Uses of information**

Metro Vancouver may use information collected from or provided by you for the purposes provided under this Privacy Policy and the Terms, including:

- To determine your eligibility for participation in the Program. Metro Vancouver may contact you to confirm or clarify information submitted on your application form;
- To collect your EnerGuide data from Natural Resources Canada and EnerGuide label from your energy advisor;
- To communicate with you and notify you of details related to the Program;
- To provide you with support and handle requests and complaints; and
- To create aggregated and/or anonymous data (where such data does not enable the identification of a specific user). See “How does Metro Vancouver use aggregated information?”, below.

Further information may be collected when Metro Vancouver exchanges communications with you, for example, if you submit a request or contact Metro Vancouver’s support team.

## **How does Metro Vancouver use aggregated information?**

Metro Vancouver may use anonymous, statistical or aggregated information (including anonymous location information), in a form that does not enable the identification of a specific user, to create new services and features and for further analysis and statistical purposes.

## **Storage of information**

All information will be stored on a secure server located at Metro Vancouver's head office in Burnaby, British Columbia, Canada. The information will only be accessible to a limited number of authorized staff.

**Sharing information with others**

Metro Vancouver will not:

- Sell, rent or lease your personal information to third parties; or
- Share your personal information with others, without your consent.