

ONLINE PRIVACY STATEMENT

Overview

Apartments International Inc. "API" is dedicated to protecting your privacy and safeguarding your personally identifiable information. API is committed to using our customers' information in a responsible manner. API is committed to respecting your privacy and adhering to the principles of applicable data protection and privacy laws.

In order to provide multiple access points to the services and products we offer, Apartments International Inc. operates directly, or through its affiliates or service providers, many web sites, including www.aps-intl.com, <http://aps-intl.oscarportal.net> and other websites. Any one of these web sites may ask for and collect personally identifiable information in order to enhance your experience and provide you with relevant information.

This Privacy Statement is an explanation of the information we collect, how we use it, and how the use of this information can benefit your experience on our web sites and during your relationship with us. The information outlined below will assist you in making informed decisions while doing business with API.

Method of Collection of Information

API does not collect personally identifiable information when you browse the API web sites unless you voluntarily and knowingly provide such information to us.

When we do need to collect personally identifiable information from you, we will ask you, your employer, your relocation company or travel agency to voluntarily supply us with the information we need. For example, we may ask you for information such as name, address, telephone number, email address, credit card number and room preference to process your reservation. We may collect this information directly from you by telephone, fax, email, or through your use of our web sites.

Types of Information

The types of personally identifiable information that we collect may include your name, home, work and email addresses, telephone and fax numbers, credit card information, date of birth, gender, salary, social security number (in some instances), and lifestyle information such as room preferences, leisure activities, and other information necessary to fulfill special requests (e.g., health conditions that require special room accommodations).

Use of Information

API will never sell your information to third parties or allow its use in any manner except with the purpose to ensure and promote the business relationship that you wish to establish with API.

API may disclose your information to others with that purpose in the following ways:

- when we have received your consent to do so;
- when we communicate with employers, relocation companies, travel agencies, companies or organizations, who have made reservations, agreed to make payments, arranged for discounts, or purchased services on your behalf or if you use our services under a corporate or other commercial account;
- if you seek to have your rental charges invoiced to your employer or any other third party, we may disclose personally identifiable data about you to that employer or third party and to any companies that assist the third party in processing invoices;
- when we report to credit card issuers, credit reporting and fraud checking agencies and debt collection agencies;
- if you choose to do business with us through, or with the assistance of, your employer's or any third party's travel agent, relocation company or other intermediary, we may disclose personally identifiable data about you to the employer or other intermediary to make, modify or cancel a reservation made by or with the assistance of the agent, to respond to questions or comments made by the agent on your behalf, to facilitate any other task that the employer or intermediary advises us that you intend for the agent to fulfill, or that such an agent would, as a matter of industry practice, typically fulfill;
- in situations where sharing or disclosing your information is required in order to offer you services you desire;
- when companies or service providers that perform business activities on behalf of API require such information (e.g., credit card processing, customer support services, market research administration or database management services);
- when a housing complex or other property leaves the API system and access to your personally identifiable information is necessary to facilitate business operations or meet contractual obligations;
- in the event API is merged with or acquired by another company;

- to comply with legal or regulatory requirements or obligations in accordance with applicable law or court order, and otherwise as we believe is necessary or appropriate to satisfy any law, regulation or other governmental request,
- to operate our web site properly, or to protect or defend our rights or the rights or well-being of our employees, users or others or if you are involved (or are suspected by governmental authorities or our security functions to be involved) in any illegal activity, even without a subpoena, warrant or court order; or
- in case of emergency such as to safeguard the life, health, or property of an individual.

If information is shared as mentioned above, we will limit the scope of information that is furnished to the amount necessary for the performance of the specific function. We may confirm personal information you provide us on applications and forms, or as a resident of one of our communities, with third parties, such as your bank, employer, present mortgage company or landlord, utility providers, government entities, credit agencies, and other businesses where you have an account or a credit card. Unless otherwise precluded by legal process, we require third parties to protect your personally identifiable information and abide by applicable privacy laws and regulations.

We will use your email address to send a confirmation and, if necessary, might use the other information to contact you for help in processing the reservation. We will also use your email address to:

- send you pre-arrival confirmation details;
- notify you about special offers and promotions;
- send you copies of your bills when you request them; and
- send you periodic satisfaction or market research surveys.

Consent

As part of our commitment to keep you informed, we may contact you via mail, email, telephone, or by other means to confirm your departure date, ensure your customer satisfaction, notify you of new API products and services, or upcoming API special offers, events, enhancements, or other relevant information that may be of interest to you. You may also receive mailings or other communications from carefully selected partners, such as our referral partners or our customer satisfaction surveyors. We may offer you the option to decline any or all of these communications by following the directions included in our emails or other communications, or by contacting API directly.

Access

It is API's common practice to keep your personal information accurate, complete, and up to date for the purposes for which it is used. You can help us ensure that your contact information and preferences are accurate and complete, you can contact us with the request to correct, update, delete or deactivate it either by emailing us or by contacting us by telephone or postal mail at the contact information listed below. **Please provide your full name and street address and telephone number on your request.**

To **update** or **change** your information:

Call 1-888-410-2400, or Send an [Email to Customer Service](#) with your current contact information,

or Send a request with your current contact information to:

Apartments International Inc.
6282 Main Street
Stouffville, ON, L4A 1G7

Security

API recognizes the importance of information security, and is constantly reviewing and enhancing all technical, physical, and logical security rules and procedures. After information reaches API, it is stored on a secure server that resides behind firewalls designed to block unauthorized access from outside of API. All API owned web sites and servers have security measures in place to help protect your personally identifiable information against loss, misuse, and alteration while under our control. Although "guaranteed security" does not exist either on or off the internet, we safeguard your information using both procedural and technical safeguards.

Cookies

API may use cookies, pixel tags or Web beacons to obtain information while visiting our web sites.

A cookie is a very small text file that is sent to your browser from a Web server and stored on your computer's hard drive. It assigns the computer with a unique identifier, which in turn, becomes your identification card whenever you return to an API web site.

Cookies are designed to save you time because they help us provide a customized experience tailored just for you without having to remind us of your preferences each time you return to our web sites. API cookies are not designed to damage your files, nor can they read information from other files on your computer hard drive.

Cookies also help us provide a personalized online experience in the following ways:

- they remember your user name and password for future visits so log-in is easier and faster;
- they ensure you are provided with the appropriate frames and content;
- they ensure you obtain all requested information; and
- they help us deliver communications that are relevant and responsive to your interests and location.

API cookies are limited to our portal web sites only, and are not designed to follow you when traveling on the internet after leaving API's web sites. We track the usage of our web sites in order to better meet your needs and to help make it easier for you to find information in the future.

Links To Other Web sites

In order to anticipate your needs, API provides links to other web sites for your convenience and information. API is not responsible or liable for any content presented by or contained within any independent web site, including, but not limited to, any advertising claims or marketing practices. Please note that while API will protect your information on API owned and operated web sites, we cannot control and will not be responsible for the privacy policies of third party web sites, including Web sites owned or controlled by independent franchisees or third party owners of residence properties that may use the name of an API brand, or web sites not controlled or authorized by API. Third party web sites that are accessed through links on our web sites have separate privacy and data collection practices, and security measures. We have no responsibility or liability for the practices, policies and security measures implemented by third parties on their web sites. We recommend that you review the privacy statements and policies of linked web sites to understand how those web sites collect, use and store information.

Co-branded ('Powered By') Pages and Third-Party Service Provider

Portions of the API web sites are operated by third-party service providers ("Providers"), Providers may place cookies on your computer in order to store information or store your account login.

Our agreement with Providers requires the information to be kept confidential and disclosed only to Providers' employees who require such access in the course of their assigned duties. API may change the provider from time to time, and will transfer stored information to the new providers subject to similar restrictions.

API's Neighborhood Info information on each API Property's Profile is provided by google maps. Your use of this information is not stored or collected by API.

Contact Us

API takes its users' privacy concerns seriously.

If you have comments or questions regarding API's data privacy practices or this Online Privacy Statement or you would like to update your information, modify your communication preferences, you can contact us at:

Apartments International Inc.
6282 Main Street
Stouffville, ON, L4A 1G7

In your letter, please describe in as much detail as possible your inquiry.

Updates

API reserves the right to revise, amend, or modify this policy and our other policies and agreements at any time and in any manner. Updated versions will be posted to our web sites and date stamped so that you are always aware when the Online Privacy Statement was last updated.