

PRIVACY POLICY

Effective Date: December 1, 2025

Brokerage Legal Name: Handley Real Estate Brokerage Inc.

Province: Ontario, Canada

1. Introduction

Handley Real Estate Brokerage Inc. (“we,” “us,” “our,” or the “Brokerage”) is committed to protecting your personal information in accordance with:

- The **Personal Information Protection and Electronic Documents Act (PIPEDA)**
- The **Trust in Real Estate Services Act, 2002 (TRESA)**
- Applicable Ontario privacy laws
- The **Canadian Anti-Spam Legislation (CASL)**

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information obtained through our website and related services.

2. What Personal Information We Collect

We may collect the following information:

A. Contact Information

- Name
- Email address
- Telephone number
- Mailing address

B. Real Estate Inquiry Information

- Property interests
- Buying/selling timeline
- Property valuation details
- Budget information
- Transaction preferences

C. Transaction Information (if applicable)

- Offer details
- Financing status
- Identification documents (where legally required)

D. Technical Information

- IP address
- Browser type
- Device information
- Website usage data via cookies or analytics tools

We collect only the information necessary to provide real estate services.

3. How We Collect Information

We collect personal information:

- Through website contact forms
- Through property inquiry forms
- Via email or phone communication
- During listing presentations or buyer consultations
- Through third-party tools (e.g., analytics software)
- When required by law in connection with real estate transactions

We collect information with your knowledge and consent, except where permitted or required by law.

4. How We Use Your Information

We use personal information to:

- Respond to inquiries
- Provide real estate services
- Facilitate property transactions
- Comply with regulatory obligations under RECO and TRESA
- Maintain transaction records
- Send requested market updates
- Improve our website and services

We do not sell personal information.

5. Disclosure of Information

We may disclose personal information:

- To co-operating brokerages in connection with a transaction when legally required
- To lawyers, lenders, inspectors, appraisers, or other professionals involved in a transaction
- To service providers assisting with website hosting, marketing, or IT services
- When required by law, court order, or regulatory authority
- To RECO or other regulators where legally required

We require third parties to protect your information appropriately.

6. Consent

By providing personal information, you consent to its collection, use, and disclosure as described in this Policy.

You may withdraw consent at any time, subject to legal or contractual restrictions. Withdrawal of consent may limit our ability to provide services.

7. CASL Compliance (Electronic Communications)

If you provide your contact information, we may send:

- Responses to your inquiries
- Property information
- Market updates
- Relevant real estate communications

All electronic communications comply with CASL. You may unsubscribe at any time using the link provided in our communications.

8. Cookies and Website Analytics

Our website may use cookies and analytics tools to:

- Improve user experience
- Monitor traffic and usage patterns
- Enhance website performance

You may adjust your browser settings to refuse cookies; however, certain features may not function properly.

9. Safeguarding Your Information

We implement reasonable administrative, technical, and physical safeguards to protect personal information against:

- Unauthorized access
- Disclosure
- Loss
- Misuse

However, no system can guarantee absolute security.

10. Retention of Information

We retain personal information:

- For as long as necessary to fulfill the purposes identified
- As required by RECO, TRESA, or other regulatory obligations
- As required by law

Transaction-related documents may be retained in accordance with regulatory record-keeping requirements.

11. Access and Correction

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information

Requests may be submitted in writing to the contact information below.

12. Cross-Border Data Storage

Some third-party service providers may store data outside of Canada. In such cases, personal information may be subject to the laws of the jurisdiction in which it is stored.

13. Children's Privacy

This website is not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

14. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Updated versions will be posted on this website with a revised effective date.

15. Contact Information

For privacy-related inquiries or requests:

Handley Real Estate Brokerage Inc.

Broker of Record – Matthew Handley

Tel. 647 366 9886

Email: matt@handleyre.com

Privacy Officer: Matthew Handley