

PRIVACY POLICY OF NORTHERN SELF STORAGE

In providing our customers with storage services, we are sensitive to the nature of the information you provide and diligent to protect that information. We are committed to collecting, using, and disclosing personal information responsibly and only as necessary for the service we provide.

WHAT IS PERSONAL INFORMATION? – Personal information is about an identifiable individual and includes information about personal characteristics, health, history, activities, and views. Personal information does not include business information, which is not protected by current privacy legislation.

PRIMARY PURPOSES – All personal information you give us is kept strictly confidential and is protected in accordance with the standards set out in the *Personal Information Protection and Electronic Documents Act* (PIPEDA). Information about customers is collected, used, and disclosed for the primary purposes of providing storage services to that customer, contacting the customer, and invoicing and collecting for services rendered. Upon default in payment, we may provide notice of a delinquent account to the Credit Bureau and we may utilize the personal information provided in order to exercise our legal rights as creditors. Contract staff that we hire may also provide us with personal information, which is collected in order to communicate on work-related issues and to contact them when they are not in the office.

SECONDARY PURPOSES – We may also collect, use, and disclose personal information for purposes related to, or secondary to, our primary purposes. Some examples would be to comply with regulatory requirements or if required, to disclose information by law or in an emergency situation. We may also access information in order to ensure high quality services (i.e. assisting the performance of our employees, or when customers may have questions about the services we provided after their file is closed). Finally, we may retain the services of consultants or contractors who may have limited access to personal information that we hold. These consultants or contractors may include computer consultants, office security and maintenance advisors, bookkeepers, accountants, temporary workers, cleaners, etc. We restrict their access, as much as is reasonably possible, to any personal information that we hold. We also have their assurance that they will follow appropriate privacy principles. We do not sell information to other organizations.

PROTECTION OF PERSONAL INFORMATION – The relationship with our customers is based upon trust and confidence. We endeavor to protect and only collect information that is relevant and necessary, and then store that information, restricting access to only those individuals who require it. We shred unnecessary documents and documentation that becomes obsolete after retention requirements are met. Our computers are password protected and we delete unnecessary information. Our staff is made aware of our commitment to your privacy and to our policies in this regard.

AUTHORITY – When you retain our services and provide us with personal information, your consent to the use of that information in order to supply those services may be implied. If you disclose personal information to us about others, it is your responsibility to ensure that you have their consent to do so. When possible, we attempt to obtain our customers' written consent for the collection, use, and

disclosure of personal information by completing a Lease Addendum “Consent” form signed by the Lessee, Upon a visit to our office, we endeavor to obtain a written consent from any customer who has entered into a Lease Agreement with us prior to the effective date of this Policy.

ACCESS TO YOUR PERSONAL INFORMATION –The Lessee who signs the Lease Agreement has the right to review his/her file in the presence of our Privacy Officer and request that any inaccurate information be corrected. The Privacy Officer should be contacted, in writing, to obtain further particulars on the process including any costs involved.

STILL HAVE QUESTIONS? – Please feel free to write our Privacy Officer at:

Northern Self Storage Inc.
Attn: Privacy Officer
100 Saunders Road
Barrie, On L4N 9A8

For general inquires, the Information and Privacy Commissioner of Canada oversees the administration of Ontario privacy legislation. The Commissioner also acts as an ombudsman for privacy disputes.