



P.O. Box 112, Warsaw, ON, K0L 3A0
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Tenant/Customer Data Collection & Privacy Policy

1. Introduction

Tapcore Inc. ("Tapcore," "we," "us," or "our") respects your privacy and is committed to protecting your personal information. This document explains what information we collect from tenants ("you," "your"), how we use it, when and with whom we share it, and how we safeguard it.

2. Scope

This policy applies to all personal data you provide directly to Tapcore—whether via our online forms, paper lease applications, phone conversations, or in-person interactions—when you become a tenant or customer of Tapcore Inc.

3. Data Collection Policy

3.1 Data We Collect

We collect the minimum information necessary to manage your tenancy and provide property-related services. This may include:

- Contact Information: Name, address, telephone number(s), email address
- Identification Information: Date of birth, driver's license or other government ID
- Financial Information: Banking details (for rent payments), credit check data
- Emergency Contacts: Names and phone numbers of persons to contact in an emergency
- Maintenance & Service Records: Notes on service requests, work orders, contractor visits

3.2 How We Collect It

- Directly from you: via lease applications, tenant portals, online forms, text messaging, phone calls, and in-person.
- From third parties: credit agencies or background check services, but only with your authorization and solely to evaluate tenancy.

3.3 Purpose & Use of Data

We use your information exclusively to:

1. Process and approve your tenancy application
2. Collect rent and manage payments
3. Coordinate maintenance, repairs, and service requests
4. Communicate billing, lease renewals, and community notices
5. Maintain records required by law or for dispute resolution

We do not use your data for marketing unrelated products or services.

3.4 Third-Party Disclosures & Tenant Consent

- We do not sell, rent, or share your personal data to third parties for their own marketing purpose.
- Service Providers & Contractors: When we engage third-party vendors (e.g., maintenance or cleaning contractors), we will request your prior consent before disclosing any direct contact information.
- Legal Requirements: We may disclose information if required by law (e.g., court order, governmental request, or rental financing requirement).

3.5 Data Retention

We retain your personal data only to fulfill the purposes outlined above, comply with legal obligations, resolve disputes, and enforce our agreements.

4. Privacy Policy

4.1 Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access: Request a copy of the personal data we hold about you.
- Correction: Ask us to correct any inaccurate or incomplete information.
- Deletion: Request deletion of your personal data, subject to legal and contractual obligations.
- Restriction: Ask us to limit processing of your data in certain circumstances.
- Objection: Object to our processing of your data for certain purposes.

To exercise these rights, please contact us as outlined below.

4.2 How We Protect Your Information

- Administrative Controls: All Tapcore employees and contractors sign our internal Communications, Confidentiality, and Client Interaction Agreement to ensure they handle tenant data responsibly.
- Technical Safeguards: Data is stored on secured servers and applications with access controls.
- Incident Response: We will notify you promptly if your data is ever compromised, and take every step available to prevent this from happening.

4.3 Updates to This Policy

We may amend this policy periodically to reflect operational or legal changes. We will post the updated version on our website and notify you by email or tenant portal announcement at least 30 days before any material change.

5. Contact Information

If you have questions or wish to exercise any privacy rights, please contact us:

Tapcore Inc.

P.O. Box 112, Warsaw, ON K0L 3A0

Email: admin@tapcore.ca

Phone: 705-995-2657

Acknowledgment

By providing your personal information to Tapcore Inc., you acknowledge that you have read and understood this Data Collection & Privacy Policy and agree to our collection, use, and disclosure practices as described herein.