



# Privacy Policy

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The privacy of your Personal Information is important to Casa Toronto and Casa Vancouver ("Casa" or "the Company"); therefore, we have developed this Policy to explain how we collect, safeguard, use and disclose your Personal Information.

Casa is responsible for all your Personal Information under our control; and we have a designated individual who addresses privacy matters within our organization.

## Policy Scope

This Policy applies to anyone who provides Casa with Personal Information, by any method, for the purpose of using our services. This Policy outlines how Casa collects, manages, uses and shares your Personal Information that you have provided Casa.

## How We Collect Your Personal Information

We collect your Personal Information directly from you upon your request for information regarding our services and/or your completion of our application form.

## Your Personal Information We Collect

During our application process, we collect the following Personal Information from you:

- Name
- Home Address
- Phone Number(s)
- Date of Birth
- Nationality
- Length of Stay
- Flight Information
- Credit Card Information

Website visitors: We provide visitors to our website an opportunity to contact us by filling out an online form with the following information:

- Name
- Email Address
- Message

Communicating with you: when you correspond with us either through email or texting platforms.

## How Your Personal Information is Used

The Personal Information we collect from you is used for the following:

- to provide our services to you;
- sending you confirmation emails;
- processing payment; and
- sending you a satisfaction survey.

## Asking for Your Consent & Sharing of your Information

We may collect, use and share your Personal Information as described in the Policy to service providers we have retained to provide our services to you.

Furthermore, we will not collect any of your Personal Information without your knowledge and consent, and we will not use or share your Personal Information other than describe in this Policy, except where permitted or required by applicable laws or regulatory requirements.

## How We Protect Your Personal Information

Casa has put reasonable administrative and organizational measures in place to protect and safeguard your Personal Information from being lost, disclosed or accessed by unauthorized people. However, if you feel your Personal Information has been compromised, contact our designated person indicated under our *Inquiries, Concerns and Requests for Access* section of this Policy.

## How We Keep Your Information Accurate

It is important for Casa to ensure the Personal Information we collect from you is accurate, up-to-date and complete for the purpose for which it is being used. And upon your written request, Casa will provide you with access to your Personal Information.

## Retention of Your Personal Information

We actively retain your Personal Information indefinitely.

## Disposal of Your Personal Information

When your Personal Information is destroyed, Casa will ensure to take all reasonable safeguards to protect your Personal Information during this process.

## If You have Inquiries, Concerns or Requests for Access

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## Revisions to this Privacy Policy

Although most changes are likely to be minor, the Company may change this Privacy Policy from time to time, and at our sole discretion. Therefore, we encourage our visitors to frequently check our privacy page on our corporate website for any changes to our Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such changes.