



OPEN TECHNOLOGIES, ON BEHALF OF THE BUILDING BENCHMARK BC PROGRAM

LAST MODIFIED: APRIL 6, 2020

Privacy Policy

INTRODUCTION

Open Regenerative Technologies Inc. doing business as Open Technologies and our affiliates and subsidiaries (“**Company**” or “**we**” or “**us**” or “**our**”) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes how we collect, use, disclose, and protect the information that we collect from participants in the Building Benchmark B.C. program (“**Program**”) and users of the website (“**Participant**” or “**you**”), describes the types of information we may collect from you or that you may provide when you visit the website buildingbenchmarkbc.ca (our “**Website**”), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

We will only use the information collected in accordance with this policy unless otherwise required by applicable law. We take steps to ensure that the information we collect from you is adequate, relevant, not excessive, and used for limited purposes.

Privacy laws in Canada generally define “personal information” as any information about an identifiable individual, which includes information that can be used on its own or with other information to identify, contact, or locate a single person. Personal information does not include business contact information, including your name, title, or business contact information.

The information that we collect under the Program is non-personal information, and is limited to Building Contact Information (defined below) and Building Information (defined below). This information cannot be used to identify, contact or locate a single person.

This policy applies to information we collect, use, or disclose about Participants and Website users:

- as part of the Program;
- on our Website; and
- in email, text, and other electronic messages between you and the Company.

The Website may include links to third-party websites, plug-ins, services, social networks, or applications. Clicking on those links or enabling those connections may allow the third party to collect or share data about you. If you follow a link to a third-party website or engage a third-party plug-in, please note that these third parties have their own privacy policies and we do not accept any responsibility or liability for these policies. We do not control these third-party websites, and we encourage you to read the privacy policy of every website you visit.

Please read this policy carefully to understand our policies and practices for collecting, processing, and storing your information. If you do not agree with our policies and practices, your choice is not to participate in the Program or access our Website. By participating in the Program or accessing our



Website, you indicate that you understand, accept, and consent to the practices described in this policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued participating in the Program and use of this Website after we make changes indicates that you accept and consent to those changes, so please check the policy periodically for updates. We will notify you in advance of any material changes to this policy and obtain your consent to any new ways that we collect, use, and disclose your personal information.

INFORMATION WE COLLECT

We collect specific information about each building contact and each building that is participating in the Program, including but not limited to:

- Business Contact information from each building contact, including their first and last name, phone number, email address, company name, position, title and the relationship between the building contact and the building. (“**Business Contact Information**”)
- Building Information for each building participating in our Program, including property type, gross floor area, irrigated area, site energy use intensity, source energy use intensity, water use intensity, greenhouse gas emissions, greenhouse gas emission intensity, and energy star score. (“**Building Information**”)
- Technical information, including your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, or information about your internet connection, the equipment you use to access our Website, and usage details.
- Non-personal details about your Website interactions, including the full Uniform Resource Locators (URLs), clickstream to, through and from our Website (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, or any phone number used to call our customer service number.

(collectively, “**Information**”)

HOW WE COLLECT INFORMATION

We use different methods to collect Information, including through:

- **Direct interactions with you when you provide it to us**, for example, by filling in forms or corresponding with us by phone, email, or otherwise.
- **ENERGY STAR Portfolio Manager**, for example, a building manager approves the transmission of specific information from their ENERGY STAR Portfolio Manager account. Once approved, the information is transferred directly to the Company.
- **Automated technologies or interactions**, as you navigate through our Website. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, tags, pixels, and other tracking technologies.

HOW WE USE YOUR INFORMATION

We use Information that we collect about you or that you provide to us, including any Business Contact information and Building Information, to build graphical and statistical representations of energy use by different buildings participating in the Program. We build statistical models that allow us to isolate building variables and see their effect on energy use.

DISCLOSURE OF YOUR INFORMATION

We may disclose elements of a Participant's Building Information as part of an aggregate data set. These aggregate data sets could include visualizations that illustrate the effect of a building's size, age or type on its energy use. The Building Information displayed in these aggregate data sets, will not identify an individual building and will not be linked to other pieces of Information stored for the Program.

Business Contact Information that we collect or you provide as described in this privacy policy is not disclosed publicly but may be disclosed to the following entities:

- To our subsidiaries.
- To partner organizations including:
 - Natural Resources Canada;
 - B.C. Hydro;
 - Metro Vancouver;
 - University of British Columbia;
 - City of Vancouver;
 - City of Burnaby;
 - City of North Vancouver;
 - City of Surrey; and
 - City of Richmond

(collectively, "**Partner Organizations**")

The entities included as Partner Organizations is subject to change without notice.

CONSENT TO PUBLIC DISCLOSURE OF BUILDING INFORMATION

Each Participant in the Program will have the option to consent to the public disclosure of Building Information including, but not limited, to the name of your building and its address, which will be visible and connected to all other property data for such building on a public disclosure map and within program reports and materials.

You may revoke your consent to public disclosure at any time by writing to support@buildingbenchmarkbc.ca. Upon a reasonable amount of time from revoking your consent to public disclosure, the Company will remove your property name and address from the visible dataset as well as any identifying links to your Building Information. Your Building Information will be visible only within the aggregate datasets and data visualizations noted above.

OTHER DISCLOSURE

We may also disclose your Business Contact and Building Information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request, in accordance with applicable law.
- To enforce or apply our terms of use [<https://buildingbenchmarkbc.ca/terms-and-conditions/>]
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

CREATION AND DISCLOSURE OF ADDITIONAL DATA PRODUCTS

We may use any of the data we collect from you to create additional data and analytics products (“Additional Products”) These Additional Products will not contain business contact information or any other information that could identify individuals or individual buildings. We may disclose, transfer or sell these Additional Products to third parties or use them for any other purpose.

TRANSFERRING INFORMATION

We store all Information collected as part of the Program on servers located in Canada. We may transfer Business Contact Information and Building Information that we collect or that you provide as described in this policy to contractors, service providers, and other third parties we use to support our business (such as analytics and search engine providers that assist us with Website improvement and optimization) and who are contractually obligated to keep this Information confidential, use it only for the purposes for which we disclose it to them, and to process this Information with the same standards set out in this policy.

DATA SECURITY

The security of your Information is very important to us. We use physical, electronic, and administrative measures designed to secure your Information from accidental loss and from unauthorized access, use, alteration, and disclosure. We store all the Information you provide to us behind firewalls on our encrypted servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your Information, we cannot guarantee the security of Information transmitted to us. Any transmission of Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website or any email service.

DATA RETENTION



Except as otherwise permitted or required by applicable law or regulation, we will only retain your Information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Under some circumstances, we may anonymize your Information so that it can no longer be associated with you. We reserve the right to use such anonymous and de-identified data for any legitimate business purpose without further notice to you or your consent.

ACCESSING AND CORRECTING YOUR BUSINESS CONTACT AND BUILDING INFORMATION

It is important that the Business Contact and Building Information we hold about you is accurate and current. Please keep us informed if this information changes.

If you want to review, verify, correct, or withdraw consent to the use of your Business Contact and Building Information, you may send us an email at support@buildingbenchmarkbc.ca to request access to, correct, or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

We may request specific information from you to help us confirm your identity and your right to access and to provide you with the personal information that we hold about you or make your requested changes. Applicable law may allow or require us to refuse to provide you with access to some or all of the personal information that we hold about you, or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal information, we will inform you of the reasons why subject to any legal or regulatory restrictions.

We will provide access to your Information, subject to exceptions set out in applicable privacy legislation. Examples of such exceptions include:

- information protected by solicitor-client privilege;
- information that is part of a formal dispute resolution process;
- information that is about another person that would reveal their personal information or confidential commercial information; and
- information that is prohibitively expensive to provide.

If you are concerned about our response or would like to correct the information provided, you may contact our Program Manager at support@buildingbenchmarkbc.ca.

If we delete your Building Contact Information or Building Information, copies may remain viewable in cached and archived pages or might have been copied or stored by other Participants. Proper access and use of information in relation to the Program, including ownership of intellectual property, is governed by our terms of use [<https://buildingbenchmarkbc.ca/terms-and-conditions/>].

CHANGES TO OUR PRIVACY POLICY



It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page, we also will notify all Program Participants by email to the primary email address specified in your account. We include the date the privacy policy was last revised at the top of the page. You are responsible for ensuring we have an up-to-date, active, and deliverable email address for you, and for periodically visiting this privacy policy to check for any changes.

CONTACT INFORMATION AND CHALLENGING COMPLIANCE

We welcome your questions, comments, and requests regarding this privacy policy and our privacy practices. Please contact us at:

Program Manager
support@buildingbenchmarkbc.ca

We have procedures in place to receive and respond to complaints or inquiries about our handling of information, our compliance with this policy, and with applicable privacy laws. To discuss our compliance with this policy, please contact our Program Manager using the contact information listed above.

© 2021 OPEN Technologies. All Rights Reserved.