

This Privacy Code sets out the privacy policy of **Anchorage House & Cottages** and applies to its services and customers.

1. We collect only customer information that is needed and we tell customers how we use it. We limit the collection, use, retention, and disclosure of personal information about individuals who are customers or potential customers to what we need to know:

- to initiate and secure their reservations
- to provide customer services
- to manage our business of providing accommodations
- to manage our credit risk
- to protect us against error, fraud and other criminal activity
- to comply with any legal and regulatory requirements
- or for any other purpose for which a customer consents.

In this Code "personal information" means any information which relates to an individual and allows that individual to be identified.

We tell our customers about the purposes for which we collect, disclose, use and process personal information we collect about them, and if requested by the customer, we will provide further explanation.

2. We give customers choices about how their personal information will be used. The choice of providing this information is given to ensure securing of required accommodations. Subject to legal and contractual restrictions, you can withdraw your consent to our use of your personal information at any time with reasonable notice. For example, you may choose not to book accommodations for a valid reason falling within our deposit policy. If you refuse or withdraw your consent for any purpose that is required by us to provide accommodations for you, we will not be able to provide you, or continue to provide you, with the product or service.

3. We give customers rights to access and correct their personal information. Customers have access to personal information that is reasonably available and retrievable in the ordinary course of business. Upon written specific request, we will disclose to customers personal information about them that is entered in our records, and customers may correct any of such personal information that is inaccurate or incomplete. Some information may not be accessed if it cannot be retrieved using a customer's name or account number, cannot be disclosed for legal reasons, or as otherwise permitted by law.

If we are informed and it is determined that a customer's personal information in our files is inaccurate, we will correct it.

Customers may access their personal information by writing to us at Anchorage House & Cottages, 56 Shore Club Rd, Hubbards, NS, B0J 1T0.

4. We use prudent information security safeguards. We limit access to customer information to those who specifically need the information to conduct their business responsibilities, to meet our customer servicing commitments. We employ safeguards designed to protect the confidentiality and security of our customer information.

5. We limit the disclosure of customer information. We will not disclose customer information unless we have previously informed the customer, have been authorized by the customer, or are permitted or required to do so by law or other regulatory authority. In particular, when a court order or subpoena requires us to disclose information, we notify the customer promptly to provide the customer an opportunity to exercise his or her legal rights. The only exceptions to this policy are when we are prohibited by court order or law from notifying the customer, or in cases in which fraud and/or criminal activity is suspected.

6. We hold ourselves responsible for our Privacy Code. We are responsible for maintaining customer confidence in the business.

7. We extend this Privacy Code to our business relationships. We require companies we select as our business partners to respect their customers' information by adopting strong and effective privacy policies and practices.

9. Our customers' privacy concerns are important to us. We are responsible for ensuring that our day-to-day procedures comply with our Privacy Code.

Questions and Concerns:

If a customer has any questions or concerns, the customer can take the following actions:

A. Begin by talking to us here at (902) 857-9402.

B. If the issue remains unresolved, write to:
Anchorage House & Cottages
56 Shore Club Rd
Hubbards, NS
B0J 1T0