

Marcus & Millichap

Privacy Policy

Revised on [May 6, 2014].

What Marcus & Millichap entities are covered by this Privacy Policy?

This Privacy Policy applies to information provided to Marcus & Millichap Real Estate Investment Services Canada Inc., a New Brunswick corporation.

However, the MarcusMillichap.com and institutionalpropertyadvisors.com websites and our mobile applications (collectively, the "Site") is a service of Marcus & Millichap Real Estate Investment Services, Inc., a California corporation, and the affiliated entities listed below, and any website specific information collection practice noted in this Privacy Policy will apply not only to Marcus & Millichap Real Estate Investment Services Canada Inc. but will also apply to those affiliated entities listed below:

- Marcus & Millichap, Inc.;
- Marcus & Millichap Real Estate Investment Services, Inc.;
- Marcus & Millichap Real Estate Investment Services of Atlanta, Inc.;
- Marcus & Millichap Real Estate Investment Services of Chicago, Inc.;
- Marcus & Millichap Real Estate Investment Services of Florida, Inc.;
- Marcus & Millichap Real Estate Investment Services of Nevada, Inc.;
- Marcus & Millichap Real Estate Investment Services of North Carolina, Inc.;
- Marcus & Millichap Real Estate Investment Services of Seattle, Inc.;
- Marcus & Millichap Real Estate Investment Services Canada Inc.; and
- Any yet-to-be created Marcus & Millichap affiliated entity except for Marcus & Millichap Capital Corporation and Mark One Capital, Inc.

Marcus & Millichap Real Estate Investment Services Canada Inc. is sometimes hereinafter referred to as "Marcus & Millichap" or "we".

We have prepared this Privacy Policy to explain how we collect, use, protect, and disclose information and data when you use the Site and when you engage our services. This Privacy Policy also explains your choices for managing your information preferences, including opting out of certain uses of your Personal Information (defined below). By accessing or using the Site or by engaging our services, you consent to this Privacy Policy.

WE MAY REVISE THIS PRIVACY POLICY AT ANY TIME. WHEN WE DO, WE WILL ALSO REVISE THE "LAST UPDATED" DATE AT THE TOP OF THIS PRIVACY POLICY. YOU ARE RESPONSIBLE FOR REGULARLY REVIEWING THE CURRENT PRIVACY POLICY. THE MOST CURRENT VERSION OF THE PRIVACY POLICY CAN BE REVIEWED BY CLICKING ON THE "PRIVACY POLICY" LINK LOCATED AT THE BOTTOM OF OUR WEB PAGES. YOUR CONTINUED USE OF THE SITE OR ENGAGEMENT OF OUR SERVICES AFTER WE POST ANY REVISIONS TO THE PRIVACY POLICY CONSTITUTES YOUR AGREEMENT TO ANY SUCH REVISIONS.

Marcus & Millichap

What information do we collect?

Personal Information

We collect personal information (identifiable information about you) needed to carry out the purposes identified below ("Personal Information"). Such information may include your name, address, telephone number, email, identification documents (SIN, passport, birth certificate, driver's license, health care card), financial information, property information and information required by governmental bodies such as Canada's FINTRAC.

We collect this information: (i) when you register to use the Site, use any of our services on the Site, update or modify information on the Site or register for an event on the Site; (ii) through the internet, search engines, Real Net (property market information reporting services) and social media websites; (iii) over the phone, in person and through email and other personal communications.

Usage Data and Site Activity

We collect certain information automatically each time you visit the Site ("Usage Data"). This includes, without limitation, your IP address, the type of computer you use, the web browser you use, the web pages you visit, and the duration of your visit to the Site. An IP address is a number assigned to your computer when you connect to the Internet. Each time you visit the Site, our web server may automatically recognize (where possible) and collect your IP address.

Cookies and Other Tracking Technologies

We use cookies (a small text file placed on your computer to identify your computer or device and web browser). We use cookies to improve the experience of the Site, such as pre-populating your username for easier login. We do not use cookies to collect Personal Information. From time to time, Marcus & Millichap and our Service Providers (defined below) track your online activity on the Site. Marcus & Millichap and those third party providers will at times associate that information with information that can identify you, an account belonging to you, or your device or with information that can be used to contact you.

Most web browsers are initially set up to accept cookies. You can reset your web browser to refuse all cookies or to indicate when a cookie is being sent. Certain features of the Site may not work if you delete or disable cookies. Some of our Service Providers may use their own cookies, or other tracking technologies in connection with the services they perform on our behalf.

How do we use the information that we collect?

Except as otherwise stated in this Privacy Policy, we use Personal Information for our internal purposes and the internal purposes of our affiliates only. Internal purposes include, but are not limited to, our use of Personal Information to provide you with the Site, to establish your online account, to establish and maintain a commercial relationship with you, to send you information and reports about types of properties that you may be interested in, to contact you directly about properties that you may be interested in, to notify you of new products or services offered by Marcus & Millichap or any of its affiliates, to provide customer service and respond to emails, to meet legal and regulatory requirements and to provide you with real estate services requested by you and to otherwise communicate with you about Marcus & Millichap and any of its affiliates.

We will use Personal Information that you submit to apply for a job for purposes of processing your application and, if applicable, evaluating your candidacy for any applicable jobs. Note that Personal Information relating to employees and independent contractor associates in Canada is also governed by Marcus & Millichap's separate Employee and Independent Contractor Associate Privacy Policy.

Marcus & Millichap

We use Usage Data to customize your experience while visiting the Site and to evaluate and improve the design of the Site. We use Usage Data to help us run and maintain the Site, study traffic patterns and generally learn about the usage of the Site. We also use such information for purposes of system administration, to improve the design and content of the Site, and to enable us to personalize your Internet experience.

How the information collected is disclosed?

Except as provided in this Privacy Policy, (a) we do not sell, rent, or trade with unaffiliated third parties any Personal Information that you provide to us through the Site, and (b) we do not share such information with unaffiliated third parties.

We may disclose non-Personal Information, including Usage Data, in aggregate form to third parties including, without limitation, advertisers and business partners.

Service Providers

We may disclose Personal Information about you to third parties who provide services to us and who agree to maintain such information in accordance with this Privacy Policy ("Service Providers"). These Service Providers may provide a variety of services to us including, without limitation, hosting of and maintenance for this Site, processing and storing user information and data, updating your customer information records in our database (including address verification), and conducting marketing and promotions sending or coordinating the sending of marketing communications on our behalf. Each Service Provider must agree to use reasonable security procedures and practices, appropriate to the nature of the information involved, in order to protect your Personal Information from unauthorized access, use, or disclosure. We only provide our Service Providers with the information necessary for them to perform these services on our behalf. We do not authorize Service Providers to make any use of your information other than as specified by Marcus & Millichap.

Compliance with Laws and Law Enforcement

We may disclose Personal Information in special cases when we have reason to believe that disclosing such information is necessary to identify, contact, or bring legal action against someone who may have breached our Terms of Use [<http://www.marcusmillichap.com/TermsOfUse.aspx>] or who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users of the Site, or anyone else who could be harmed by such activities. We may also disclose Personal Information or other information when we believe that the law requires it and when we believe it is necessary or appropriate in order to respond to legal requests (including court orders and subpoenas).

Other Transfers

We may share Personal Information and Usage Data with businesses controlling, controlled by, or under common control with Marcus & Millichap. If Marcus & Millichap is merged, acquired, or sold, or in the event of a transfer of some or all of our assets, we may disclose or transfer Personal Information and Usage Data in connection with such transaction. You will have the opportunity to opt out of any such transfer if, in our discretion, the new entity plans to handle your information in a way that differs materially from this Privacy Policy.

Do you have a choice as to whether to provide information to us?

You can choose not to provide Personal Information to us. However, if you do not provide such information, you may not be able to access or use certain portions of the Site or our services.

Marcus & Millichap

Can you access your information?

You can access, change, correct, and update your Personal Information that you provide to us through your account or by e-mailing us at Privacy@marcusmillichap.com.

Notice to California Residents/Your California Privacy Rights

California residents are entitled once a year to request and obtain certain information regarding our disclosure, if any, of Personal Information to third parties for their direct marketing purposes during the immediately prior calendar year (e.g., requests made in 2014 will receive information about 2013 sharing activities). To make such a request, please contact us at Privacy@marcusmillichap.com or mail us at: Legal Department, Marcus & Millichap, Inc., 23975 Park Sorrento, Suite 400, Calabasas, CA 91302. You must use the website address for this Site as the subject line, and include your full name, e-mail address, and postal address in your message. Please see the "Can you access your information?" section of this Privacy Policy for additional information.

How do we protect the security of your information?

We maintain physical, electronic and procedural safeguards to reduce the risk of unauthorized access to Personal Information. However, although we employ such safeguards, information transmitted on the Internet and/or stored on systems connected to the Internet is never 100% secure. As a result, we cannot nor do we ensure, warrant, or guarantee the security or integrity of such information.

How do we protect children's privacy?

The Site is intended for users who are 18 years old or older. We do not knowingly collect Personal Information from children under the age of 13. If we become aware that we have inadvertently received Personal Information from a child under the age of 13, we will delete such information from our records.

Does the Site contain links to other websites?

While you are using the Site, you may be linked or directed to other third party websites outside of the Site that are beyond our control. A link to a third party's website does not mean that we endorse it or that we are affiliated with it. You access such third-party websites or content at your own risk. Each of these third parties may have a privacy policy different from ours. Please review the privacy policies of these websites. We are not responsible for any actions or policies of such third parties.

Where is information stored?

Please be aware that your Personal Information and communications may be transferred to and maintained on servers or databases located outside your state, province, or country. If you are located outside of the United States, please be advised that we process and store information in the United States, in addition to other jurisdictions, including Canada. The laws in the United States may not be as protective of your privacy as those in your location. By using the Site, you agree that the collection, use, transfer, and disclosure of your Personal Information and communications will be governed by the applicable laws in the United States.

Contact Information

We welcome your comments regarding this Privacy Policy. Please send any comments to us by email at Privacy@marcusmillichap.com.