

# Code of Conduct and Confidentiality Agreement for Compliance Personnel

## Purpose and Scope

The *Condominium Management Services Act, 2015* (CMSA) outlines compliance and enforcement responsibilities that the Condominium Management Regulatory Authority of Ontario (the “Authority”) is responsible for delivering under its mandate. As it relates to these duties, all contract or permanent staff are required to read, understand and agree to comply with the Authority’s code of conduct and confidentiality agreement and other applicable policies.

## Principles

In carrying out their duties, all staff of the Authority will fulfil their responsibilities with honesty and integrity.

## Responsibilities

It is the responsibility of all staff to:

1. Exercise their responsibilities, at all times, with due diligence, judgement and skill in a reasonable and prudent manner.
2. Take measures to protect the confidentiality of information and/or documents entrusted to them:
  - refrain from leaving documents in open view;
  - ensure the physical protection of documents;
  - refrain from discussing confidential information;
  - use designated equipment for reproduction or transmission;
  - take appropriate measures to dispose of such documents;
  - return documents on the cessation of their duties; and
  - mark such documents intended for circulation as “confidential”



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3. Preserve the secrecy of information obtained in the course of exercising a power or carrying out a duty related to the administration of the CMSA, as stated in Section 72 (1), and not communicate such information to any person except;
  - a) as is required in connection with a proceeding under this Act or in connection with the administration of this Act or the regulations;
  - b) to a ministry, department or agency of a government engaged in the administration of legislation similar to this Act or legislation that protects consumers or to any other entity to which the administration of legislation similar to this Act or legislation that protects consumers has been assigned
  - c) as authorized under the *Regulatory Modernization Act, 2007*;
  - d) to a prescribed entity or organization, if the purpose of the communication is consumer protection;
  - e) to a law enforcement agency;
  - f) to the counsel of the person communicating the information; or
  - g) with the consent of the person to whom the information relates.
4. Report any situation that does not comply with the code of conduct and immediately declare any personal conflict of interest that may come to their attention.
5. Treat others with respect, maintain high standards of professionalism and exercise restraint in outside activities, as it relates to discussing the business of the Authority.