

# Privacy Policy - English



## Canterbury Community Association PRIVACY POLICY

The Canterbury Community Association (CCA) is committed to preserving and safeguarding your right to privacy. As part of this commitment, we want you to be fully aware of what happens to your personal information, which we have in our possession. Accordingly, this Privacy Policy sets out the manner in which we will collect, use, disclose and otherwise manage your personal information or that information you provide on behalf of other family members.

### Collection of Personal Information

We collect the personal information you provide us when you register for our programs, activities or special events. The personal information we collect may include your name, gender, address and telephone number, e-mail address, medical information and payment information.

Any information that is generated during the registration process is treated as confidential and will be respected in accordance with this Privacy Policy.

### Purposes of Collecting Personal Information

We may use your personal information for one or more of the following purposes:

- to process your registration;
- to assign you and/or your family a membership number
- to facilitate billing and collection; and
- to establish and maintain relations with our registrants.

You may refuse or withdraw your consent to our use of your personal information as explained below.

### Consent and Opting-Out

Our collection, use or disclosure of your personal information requires your consent. Depending on the nature and sensitivity of your personal information, your consent to the collection, use and disclosure of such information may be express and positive (which may be oral, in writing or electronic) or implied (such as by using our products or services) in which case we assume that you consent. Consent may be given by your authorized representative. You may withdraw your consent at any time as long as you give reasonable notice of withdrawal.

Withdrawal or refusal of consent is subject to legal and contractual restrictions. CCA can collect, use or disclose your personal information for legal, security or certain processing reasons when authorized by law. We may also disclose personal information necessary to enable us to process your registration or to collect a debt owed by you.

If you prefer to be removed from our list of registrants, you have the opportunity to opt-out by contacting us in the manner set out below. If you do not opt-out, we will assume that you consent. You are free to opt-out from our registration list at any time, allowing a reasonable time for withdrawal. By opting out it will be assumed that you wish to withdraw from any program, activity or special event you may be registered in and as such, the Association's refund policy will come into effect.

### Security of Personal Information

We will maintain your personal information in secure data storage to safeguard it from unauthorized access, use or disclosure. We will maintain the strict confidentiality of all personal information collected, and will only disclose such information to selected individuals who require such information for the purposes set out above. We will only keep your personal information for as long as it remains necessary or relevant for the purposes stated above or as otherwise required by law.

We will keep personal information that is in our possession or control accurate, complete and up to date as is necessary for the purposes for which it is used.

**Accessing Your Personal Information**

You have the right to reasonable access to your personal information in our possession or control and to request rectification of any personal information that may be obsolete, incomplete or incorrect. To assist your request, you can directly email the Association's President at [President@cca-acc.ca](mailto:President@cca-acc.ca) or write directly to the President at the address below. Normally, we will respond to access or rectification requests within 30 days.

**How to Contact Us**

To obtain access to your information, report incorrect information, file a complaint or to make any enquiries or comments about this Privacy Policy, contact us at:

Canterbury Community Association  
2185 Arch Street, Ottawa, Ontario K1G 2H5  
Attention: President  
Phone: 613-738-8998  
Fax: 613-738-1221

Email: [President@cca-acc.ca](mailto:President@cca-acc.ca)