

Collection of Personal Information

North Shore ElderCollege Society (“ElderCollege”) collects the minimum amount of personal information necessary to enable you to register for our courses.

Specifically, this is the information necessary to:

- a) Identify you for the purpose of ensuring that you are registered;
- b) Contact you regarding the status of your registration, or the status of any courses for which you have registered; or
- c) Send you newsletters (eNewsletters) or other information, but only if you specifically request us to send you such newsletters, course information, or other information related to our services.

We do not collect your personal information if you simply browse our website. Some information that is sent to our site by your web browser, for example your Internet domain name or Internet Protocol (IP) address, may identify you. The extent to which such information may identify you depends largely on the naming conventions of your Internet Service Provider (ISP). You may wish to check their policies and practices in this regard. To the extent that our web server may collect personal information, that information is used only for the operation and security of our website. Aggregated statistical data based on such information may also be used to improve our services. Such data will not identify individuals.

Use and Disclosure of Personal Information

ElderCollege will only use your personal information for the purposes for which it was collected, as noted above.

ElderCollege will not sell, or otherwise disclose this information to any third party without your permission, unless:

- a) It is necessary in order to provide you with a service that you have requested;
- b) It is required or authorized by law; or
- c) Compelling circumstances exist that affect anyone’s health or safety.

ElderCollege will not use your personal information to contact you for marketing or promotional purposes unless you specifically authorize us to do so.

ElderCollege may use aggregate data based on personal information provided by customers in order to improve our service. For example, we may collect aggregated statistics on sales of particular courses. Such data will not identify individuals.

Security of Personal Information

ElderCollege protects the personal information that is under its control from theft, modification, unauthorized access, unauthorized collection, use, and disclosure using the following techniques:

- a) To avoid third-party interception of personal information sent to and from our site across the Internet, transfer of data between your web browser and our server uses the Secure Sockets Layer (SSL) communications protocol to encrypt the data that is transferred.
- b) We ensure that personal information held in computer databases is stored in password-protected areas that only authorized ElderCollege employees may access.
- c) We ensure that personal information held in paper form is stored securely and privately when not in use, and is shredded when no longer needed.
- d) We ensure that our web hosting company has a privacy policy that is compatible with this policy.
- e) We ensure that our web-based registration system has a privacy policy that is compatible with this policy. We use only Canadian registration systems and ensure that personal information in their servers is stored only in Canada.
- f) We ensure that our web-based eNewsletter mailing system has a privacy policy that is compatible with this policy.
- g) We ensure that our payment processor has a privacy policy that is compatible with this policy.

Your Choice to Provide Personal Information

You choose whether or not to provide us with your personal information.

When you provide us with the information necessary to create an account, you give your consent to use the information for the purposes noted above.

When you choose to “opt-in” to our eNewsletters or course information notifications, you give your consent to use your email address for the purpose of sending you these newsletters or notifications. At any time, you may “opt-out” of receiving eNewsletters that you have requested. You may do this via the “Unsubscribe” link at the bottom of the eNewsletter (this will not affect information you may receive through the registration system). At any time, you may also opt-out of receiving course notifications through the registration system. You may do this by logging into your account on the registration and updating your preferences through the My Account page.

You may withdraw your consent to use the personal information that you provided when you created your registration account by making a request to our Executive Director at nseldercollege@gmail.com. Note that withdrawing consent will effectively result in the deletion of your account. We will only be able to complete your request once any outstanding balances in your account are fully resolved.

Accuracy of Personal Information

ElderCollege will make all reasonable efforts to maintain the accuracy of personal information that it has collected. You may view and correct the personal information that is stored in our registration system by logging into the registration system and accessing the My Account page.

Retention of Personal Information

We will retain personal information only as long as is necessary for business or legal reasons. When personal information is no longer needed it will be destroyed by secure means, or otherwise made anonymous.

Accountability

ElderCollege is responsible for the personal information that is under its control.

The responsibility for compliance with this policy rests with our Executive Director, who can be contacted at nseldercollege@gmail.com.

Our Executive Director is also responsible for dealing with any complaints related to our handling of personal information. Please contact our Executive Director if you have any complaints about our handling of personal information.

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