



# YMCA of Brockville and Area Privacy Policy

## Our Policy

YMCA of Brockville and Area is committed to protecting the personal information of individuals who are connected to the YMCA of Brockville and Area by following responsible information handling practices as outlined in [The Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#). You can access our web site's home page and browse our site without disclosing your personal information.

The only personal information we capture is the information you provide, such as your name, phone number and email address that will enable us to send you requested information. We collect and use personal data in order to better meet your needs, to ensure a safe environment while participants visit our centres, for statistical purposes to inform you about the program or service in which you are registered, to complete payment transactions and to satisfy regulatory obligations. In the case of donations, personal information is collected to facilitate the recording of your gift. Our on-line donation processing is secure. The security certificate may be viewed by clicking on the security log on the bottom of each secure page.

You **may** also hear from us about events and activities at your YMCA that may interest and benefit you. If you do not wish to hear about other YMCA events and activities, please select **unsubscribe** on your most recent communication from the YMCA of Brockville and Area.

If you wish to reverse your previous opt-out choice and receive information about other YMCA programs, services and opportunities, send your request to [yba.ymca@brockville.ymca.ca](mailto:yba.ymca@brockville.ymca.ca) subject "**reverse opt out**".

We also follow the guidelines as laid out in the Canadian Anti-Spam Legislation (CASL); <http://www.crtc.gc.ca/eng/casl-lcap.htm> .

## Information Sharing

YMCA of Brockville and Area does not sell personal information we collect. We will not disclose your personal information to anyone else without your prior knowledge or consent, except with agents or contractors of YMCA of Brockville and Area who perform services for us and when required by a government body or agency, or as permitted by law.

## Confidentiality/Security

YMCA of Brockville and Area maintains physical, electronic and administrative safeguards that are appropriate to the type of personal information we obtain from you.



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## Privacy Questions

You have the right to access your personal information in our files and to update or remove that information as necessary, subject to any legal restrictions. If you are aware of any inaccuracy or changes in the personal information which we hold about you, please contact YMCA of Brockville and Area staff by calling 613 342 7961 or email at [yba.privacy@brockville.ymca.ca](mailto:yba.privacy@brockville.ymca.ca).

This Web site is owned and operated by YMCA of Brockville and Area. Your privacy is important to us and we will take all means possible to ensure that all personal information is kept private.

If you have any questions, concerns or complaints about YMCA of Brockville and Area's "Privacy Policy" please contact us at:

YMCA of Brockville and Area

Email: <mailto:yba.ymca@brockville.ymca.ca>

Phone: (613) 342 7961

If your concern or complaint is not resolved to your satisfaction, you can contact our Privacy Officer at [yba.privacy@brockville.ymca.ca](mailto:yba.privacy@brockville.ymca.ca). You will be asked to provide the following information in writing:

- Your name, address or fax number where we can reach you
  - Nature of your complaint, relevant details and what you would like YMCA of Brockville and Area to do
  - The name of any YMCA of Brockville and Area staff or volunteers with whom you have already discussed the issue
- YMCA of Brockville and Area will investigate to try and resolve your concern.

## Cookies

As with most sites, certain non-personal information is recorded by the standard operation of our servers ("cookie" technology). Such information is used to provide an enhanced online experience, and may include:

- The name of the ISP from which you access the Internet
- The date and time you accessed the site
- The Internet address of the Web site from which you enter our site and where you go after you leave our site

This information is used to measure and monitor the use of our site and to improve its content. The "Cookie Technology" does not personally identify you or extract any information from your computer. Data which would personally identify you is known only when voluntarily submitted.



# YMCA of Brockville and Area Privacy Policy

## **On-line Legal Policy**

This site was created to be informative. Accordingly, we will permit you to download or photocopy material displayed on this site for your non-commercial personal use. Any content or graphics extracted from the site must prominently display copyright and other proprietary notices.

## **Terms and Conditions**

This site is owned by YMCA of Brockville and Area. Any images, graphics, multimedia or content is copyrighted by YMCA of Brockville and Area and may only be used in the manner provided for in these Terms and Conditions. In addition, the site contains names, logos, trademarks, service marks and other intellectual property, which are the property of YMCA of Brockville and Area and may not be used for any purpose without the express written consent of YMCA of Brockville and Area.

## **Links**

The YMCA of Brockville and Area Web site may contain links to other Web sites. YMCA of Brockville and Area is not responsible for the privacy practices of those other Web sites nor do we endorse the materials presented on Web sites that are not owned and operated by YMCA of Brockville and Area. We encourage visitors to review each site's privacy policy before disclosing any personally identifiable information.

## **Miscellaneous**

The terms and conditions outlined throughout this Privacy Policy are interpreted in accordance with and governed by the laws of the Province of Ontario (without applying the province's conflict-of-law principles). If any provision of this agreement is unlawful, void or unenforceable, it will not affect the validity and enforceability of any remaining provisions. This statement sets forth the entire agreement regarding all of the matters discussed in this statement.

## **Updating of Privacy Policy**

By law, these terms and conditions may change at any time. You will be required to comply with such revisions and therefore should periodically visit this section to review the current terms and conditions to which you are bound. However, we think it is much more exciting to periodically visit our changing corporate site. The information available at [www.brockvilley.com](http://www.brockvilley.com) will keep you informed about our organization and our services.