

GRAND RIVER CHAPTER

Policy:	B.2
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Original:	
Revised:	

PRIVACY POLICY/STATEMENT

PURPOSE: The Canadian Condominium Institute – Grand River Chapter (CCI-GRC), provides a broad range of services to our members which sometimes require us to collect a limited amount of private information (“PI”). CCI-GRC recognizes the importance of protecting our members’ PI. This Privacy Policy outlines how we manage your PI and safeguard your privacy in accordance with the provisions of the Personal Information Protection and Electronic Documents Act (“PIPEDA”) and related law.

POLICY: PI that CCI-GRC may be required to collect includes, but is not necessarily limited to, the following: your name; your mailing address; your home, business or cell phone number(s); your e-mail address; your condominium name and address; the manager, lawyer, auditor and/or other service providers of your condominium corporation; your credit card information; your banking information

We collect information only by lawful and fair means and not in an unreasonably intrusive way. Wherever possible we collect your PI directly from you at the start of your membership and on occasion throughout your membership and use of our services. We may obtain information about you from other sources, but we do not seek out information about our members or customers in this manner. On occasion we may request information about you from the files of consumer agencies or file complaints with those agencies, such as where a debt owed to us is unpaid.

Remember that e-mail and fax are not a 100% secure medium. You should be aware of this when sending us personal or confidential information or requesting us to respond to you by e-mail.

On our website we may monitor traffic patterns, site usage and related site information in order to optimize our web service. We may provide aggregated information to third parties, but these statistics do not include any identifiable PI and are solely for the purposes of improving our services to you.

Our website may contain links to other websites that are not governed by this Privacy Policy and CCI-GRC does not assume any responsibility for the same or for any PI you may share on or by accessing such sites.

We use your PI for such purposes as to provide and notify you of our services including courses, conferences and other events, meetings of CCI-GRC, and to deliver information or printed materials to you that are produced by CCI-GRC, CCI National or a related organization, advertiser or sponsor.

If you are a volunteer, employee, officer or director of CCI-GRC, your PI will be used to communicate relevant instructions and information pertaining to your role and responsibilities.

Except as otherwise set out in this Privacy Policy, we do not disclose your PI to any third party other than to the CCI National office. On occasion other organizations, such as the Association of Condominium Managers of Ontario, (“ACMO”) will forward complimentary publications to us to distribute to our members but they do not receive our membership list or other PI from us.

CCI-GRC will disclose your PI: when we are required or authorized by law to do so, for example, if a court issues a subpoena; when you have consented to the disclosure; to up-date the CCI National offices with your membership data; where it is necessary to establish or collect membership fees; if we engage a third party to provide administrative services to us (such as a mailing service or archival file storage) and such third party will be bound by our Privacy Policy; if we retain agents or consultants to assist us in completing research relating to CCI or condominium living; if the information is already publicly known. In these instances we will only disclose such PI to the extent required in or by the circumstances.

In many cases we may ask you to specifically consent to the collection and use or disclosure of your PI which may or may not be required in writing. Your consent may be implied through your conduct with us, such as your completion of a membership application form or providing information for your purchase of one of our products or services.

CCI-GRC takes all reasonable precautions to ensure that your PI is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are: premises security; employee training in the storage, safe guarding and use of PI; restricted file access to PI; deploying technological safeguards such as security software and firewalls to prevent hacking or unauthorized computer access; internal password and security policies.

If we use the services of any third parties to process or store PI, we will enter into an agreement which requires them to protect this PI in a manner acceptable to us. In entering into these agreements, we do not transfer any interest in this PI to them. This is done to ensure that the PI delivered to third parties is maintained at a level equivalent to that provided for under this Privacy Policy.

Subject to PIPEDA and other applicable law, you may access any PI we hold about you upon request made in writing. However, we reserve the right to require you to identify yourself to our satisfaction before complying with any such request. If we incur retrieval costs you may be subject to a reasonable fee.

You are entitled to an explanation if we determine that you cannot access such information. You are encouraged to ensure we are informed of any changes in your PI or corrections you note are necessary.