

RIDEAU CURLING CLUB

PRIVACY POLICY

We recognize the importance of protecting the privacy of personal information collected about you when you become a member of the Rideau Curling Club. Personal information includes your address, telephone number and e-mail address.

We do not sell or rent your personal information to third parties.

We have adopted a privacy policy that guides how we collect, use and disclose personal information about our members and prospective members. Our intent is to balance our legitimate business interests in collecting and using this personal information against your reasonable expectations of privacy. Our privacy policy is set out in full below.

1. Definitions

In this policy:

- (a) “Business” means the business of operating the Rideau Curling Club, which includes the Web site;
- (b) “Membership” means a membership at the Rideau Curling Club;
- (c) “we”, “us” and “our” refer to the Rideau Curling Club, located at 715 Cooper Street, Ottawa, Ontario;
- (d) “Web site” refers to the Web site found at www.rideaucurlingclub.com;

2. Collection of Personal Information

Our primary purpose in collecting information from you is to provide you with a high level of customer service. We only collect personal information about you that we consider necessary for achieving this purpose and due diligence in operating the Business.

If you send us personal correspondence, such as e-mails or letters, we may collect such information in a file specific about you.

3. Use of Your Personal Information

We use personal information in the file we maintain about you to:

- a) identify and to ensure a continuous high quality service;
- b) inform you about online and offline offers, products, services, updates and event (including expiry and renewal of your Membership);

- c) enable us to contact you;
- d) establish and maintain communication with you;
- e) assist us in complying with legal and regulatory requirements;
- f) invoice you for goods and services; and
- g) collect unpaid accounts.

We may also use that information as otherwise described to you at the time of collection, use or disclosure.

We may compare and review your personal information for errors and omissions and for accuracy.

If you choose to provide us with your financial information, we may use your address and financial information to bill you and to provide associated support.

We may use personal information about you to improve our marketing and promotional efforts, to analyse Memberships, to improve our content and product offerings, and to customize our Web site's content, layout and services. These uses are to enable us to improve the Business and better tailor the Business to meet your needs.

4. Disclosure of Personal Information

As a matter of policy, we do not sell or rent any of your personal information to third parties without your explicit consent. However, there are a variety of circumstances where we may need to disclose some of your personal information, including the following:

- a) We may disclose your personal information to an individual who, in our reasonable judgement, is seeking the information as your agent. For example, we may provide your personal information to your legal representative if we are satisfied that the individual is requesting the information on your behalf.
- b) We may aggregate personal information and disclose such information in a non-personally identifiable manner to advertisers and other third parties for marketing and promotional purposes. However, in these situations, we do not disclose to these entities any information that could be used to identify you personally. Certain information – such as your name, address, telephone number and e-mail address – are not disclosed to these third parties in a personally identifiable manner without your explicit consent.

Due to the existing regulatory environment, we cannot ensure that all personal information will never be disclosed in ways not otherwise described in this Privacy Policy. For example (without limiting the foregoing):

- a) we may be forced to disclose personal information to the government or third parties under certain circumstances; or
- b) third parties may unlawfully intercept or access transmissions or private communications.

5. Control of Passwords

You are responsible for all actions taken with any user ID and/or password used to access the Web site. Therefore, we recommend that you not disclose your password to any third parties. If you choose to share your user ID, your password or your personal information with a third party, you are responsible for all actions resulting there from. If you lose control of your password, you may lose substantial control over certain personal information. Therefore, if your password has been compromised for any reason, you should immediately contact the Club to change your password.

6. Access, Review, Change and Destruction of Your Personal Information

You may access, review and change the personal information we have in our files by submitting a written request to do so. We ask that you promptly update your information if it changes or is inaccurate.

Upon your written request, we will destroy any and all personal information in the file we maintain about you. Such information will be destroyed as soon as reasonably possible in accordance with our internal policies and applicable law. However, we will retain in our files some personal information in order to collect any fees owed and comply with any legal requirements as is permitted by law. Therefore, you should not expect that all of your personal information will be completely destroyed from our files in response to your request.

7. Other Information Collectors

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. To the extent that you disclose your information to other parties, different rules may apply to their use or disclosure of the personal information you disclose to them. Since we do not control the privacy policies of third parties, you are subject to the privacy policies of that third party.

8. Protecting your Privacy

We will use reasonable procedural and technical safeguards to protect your personal information against loss, theft and unauthorized access or disclosure, to protect your privacy. We employ many different security techniques to protect such data from unauthorized access by users inside and outside the Club. However, we cannot ensure perfect security, particularly in relation to the Web site.

9. Amendments to This Policy

We may amend this Privacy Policy at any time by mailing any amended terms to you, by posting the amended terms on the Web site or at the Rideau Curling Club. All amended terms shall automatically be effective ten days (10) days after mailing or after their initially posting.

10. Registration and Acceptance

By purchasing a Membership, you expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy.

11. Privacy Information Officer, Questions or Concerns

The Privacy Information Officer for the Rideau Curling Club is Audrey Reddick.

If you have any questions or concerns about our privacy practices, please contact us at:

Rideau Curling Club
715 Cooper Street
Ottawa, ON K1R 5J5
(613) 232-9665
manager@rideaucurlingclub.com
www.rideaucurlingclub.com