

## PRIVACY POLICY

This policy is applicable to individuals accessing the *Institute On Governance (IOG)* website. It concerns the protection of personal information, that is, information that relates to an identifiable individual.

Your use of this website signifies your consent to, and agreement to, be bound by the terms of this policy which follows the 10 principles by which organizations are bound under Canada's *Personal Information Protection and Electronic Documents Act*. The Institute's complete Privacy Policy is available by contacting [privacy@iog.ca](mailto:privacy@iog.ca). Third party suppliers are subject to the IOG's privacy requirements.

### 1. Accountability

Responsibility for the enforcement of this privacy policy lies with the IOG's Privacy Officer. Should you have questions, concerns, comments or suggestions, they may be forwarded to the Privacy Officer by email at [privacy@iog.ca](mailto:privacy@iog.ca) or by mail to IOG, Privacy Officer, 122 Clarence Street, Ottawa, ON K1N 5P6.

### 2. Purpose

The IOG uses the personal information collected to provide users with e-announcements, bulletins and newsletters; to register individuals for courses and events; to obtain user feedback on the website; to respond to any comments submitted and to obtain aggregate information on website and course use.

### 3. Consent

The *Institute On Governance* collects personal information from users only if that user voluntarily provides us with such information by subscribing to our newsletter or requesting E-bulletins or other publications or communications; registering for IOG events, ordering a publication or by submitting a comment or question to the IOG. By volunteering information, users are agreeing to its collection for the purposes stated above.

Users are under no obligation to provide us with any information in order to access our website.

#### **4. Limiting collection**

Any personal information provided to the IOG is used solely for the purposes listed above. Further, the IOG will collect only the information that is strictly necessary for the purposes listed.

The IOG may also collect non-personally identifiable information that is available as a result of a user's visit to the IOG website through the use of "cookies." Cookies are small computer files that are saved on the user's computer hard drive. The information collected is used to provide the IOG with information such as the number of visitors to its website and is not personally identifiable. Collection of this data is standard practice on most websites and includes the user's IP address, web browser and date of the visit.

Should the IOG update the purposes for which we collect, hold, use and communicate personal information, you will be notified so that you may agree to such modification.

#### **5. Limiting use, disclosure and retention**

Your personal information will be retained only as long as necessary for the authorized purposes. Thereafter, it will be destroyed, erased or depersonalized. Should certain personal information be subject to statutory or regulatory requirements which necessitate a retention period that differs from that of the IOG, the information will be held for the longer applicable period.

We may be required to supply personal information to a legal authority upon receipt of an order, search warrant or other demand. The IOG will, to the best of its ability, ensure any such warrant or demand is valid, prior to any disclosure of personal information, and will disclose only the information required by law.

#### **6. Accuracy**

Users can subscribe to receive various E-bulletins from the IOG. To unsubscribe, send an email to [info@iog.ca](mailto:info@iog.ca) requesting to be removed from our list. In order to ensure your personal information is accurate, you are urged to notify us of any change or error to [info@iog.ca](mailto:info@iog.ca).

#### **7. Safeguards**

The IOG will ensure that your personal information is protected by means of adequate physical, administrative and technical safeguards, including server firewall protection. Further, we protect your personal information against loss, theft and unauthorized consultation, communication, copying, use or alteration. This applies to information stored on paper, electronically or any other medium. Only those IOG staff that require the information will have access to it, and such access will be limited to the information strictly necessary.

All IOG staff is aware of the importance of maintaining the confidentiality of our users' personal information.

The IOG does not sell personal information, to anyone, for any purpose. The IOG does not make its subscriber lists available to others for any reason.

## **8. Openness**

The IOG is committed to making readily available information on our privacy policy and practices.

## **9. Individual Access**

Requests for access to the personal information held by the IOG concerning you should be directed, in writing, to the Privacy Officer at [privacy@iog.ca](mailto:privacy@iog.ca) or IOG, Attn: Privacy Officer, 122 Clarence Street, Ottawa, ON, K1N 5P6. Access to personal information will not be granted over the telephone.

You will be informed in advance of any charges that apply in connection with your request. These charges may relate to the transcription, reproduction or transmission of your personal information.

All requests will be responded to within 20 days. If, for reasons beyond our control, a longer response time is required, you will be advised.

The IOG may be, in very specific cases, unable to provide you with your personal information for legal reasons, which may concern your information being the subject of privileged communication between professional and client, with pending judicial proceedings or with the protection of third-party privacy. In all such cases, we will convey, in writing, the reasons why your request for access has not been granted by the IOG.

## **10. Challenging compliance**

Should you wish to submit comments or inquiries concerning this policy, or if you are not completely satisfied with its application, you may address your concerns or suggestions to the Privacy Officer at [privacy@iog.ca](mailto:privacy@iog.ca). We will reply within 20 days and inform you of the steps, if any, which have been, or will be, taken in order to address your concerns, or to implement your suggestions. If you are not satisfied with our response, you may submit a complaint to the Federal Privacy Commissioner within six months. Appeals from decisions of the Commissioner may be made to the Federal Court of Canada within 45 days after the Commissioner's report is sent.