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Privacy Statement

Introduction

The Commission is committed to protecting your privacy. The Commission collects, uses and discloses your personal information in accordance with the *Freedom of Information and Protection of Privacy Act* (FoIPPA) and the *Public Inquiry Act*. “Personal information” is defined broadly in the FoIPPA as recorded information about an identifiable individual, other than business contact information, which is the information used to contact a person at a place of business. The purpose of this privacy statement is to inform you of the personal information that may be collected from you when visiting the Commission’s website and how that information may be used.

The Commission collects personal information under the authority of sections 26(a) and (c) of FoIPPA and section 14 of the *Public Inquiry Act* for the purposes stated below.

Scope

This privacy statement relates to the information automatically collected from you as a result of your visit to the website and the information that you provide to us voluntarily. The Commission considers the personal information you provide to them through this website or otherwise as confidential.

How is my personal information collected?

The Commission website collects information about your visit, including personal information, through the use of audit logs and cookies. A cookie is a small file stored on your computer by your web browser when visiting some websites.

The Commission also collects your personal information when you share your comments or request information through the website.

What personal information is being collected?

The information collected is:

- The web browser and operating system you are using (e.g. Windows 10 – 7, Safari);
- The date and time of the visit;
- The page(s) visited;
- The Internet Protocol (IP) network domain name (e.g. shaw.ca) and address (e.g. 192.10.100.20) of the computer you are using—IP address and domain are identifiers that may be used to distinguish between users and to identify your Internet service provider or your computer itself; and
- Your name and contact information, if you provide this information.

A cookie may remain on your computer after the Internet session finishes (until the cookie expires or is deleted by you).

What is the purpose for collecting my personal information and how will it be used?

The Commission collects your personal information through cookies to better understand general user trends at an aggregate level and to improve web performance, web services and website maintenance. The Commission collects personal information through security audits to protect against threats from hackers, and for other enforcement and security purposes. The Commission does not use this data to determine your identity unless required to do so as part of an internal investigation or for another enforcement-related purpose—and then, only in compliance with FoIPPA.

The Commission also collects your personal information when you engage with them to ask questions, to provide information, to connect with you to respond to your concerns, and to follow up with you. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected or for a use consistent with that purpose, unless you expressly consent otherwise.

Can I opt out of the collection of my personal information?

Your browser may permit you to disable cookies, but you cannot opt out of the information collected for audit purposes. Also, your decision to disable cookies may impair your ability to browse, read and download information contained on the website, and the Commission may be unable to personalize your web experience. However, you may still be able to access and provide information by other methods such as calling, faxing or by mail.

What safeguards are in place to protect my personal information?

The Commission is obligated to protect your personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Specifically, access to systems, applications and the collected data is restricted to authorized personnel only. Furthermore, any personal information collected and used for identifying user trends (e.g. IP address) is aggregated and made anonymous during report generation.

How long is information retained?

Some cookies will remain on your computer for only as long as your browser remains open, or until you delete them off your computer. Other cookies will remain on your computer so that you may be recognized when you return to the website. These cookies will expire no later than 18 months from when they are first placed on your computer.

Information collected or created by the Commission is maintained in accordance with government's records retention schedules and other legislative requirements.

How can I access and correct information I submit to a website?

You can review any personal information collected about you by requesting access to it from the Commission or by submitting a Freedom of Information request. You may request changes or annotate your personal information, if you believe it to be inaccurate, by submitting a written request describing the error.

What about links to external websites from the Commission website?

The Commission website may include links to external websites. Once you leave the Commission website, this privacy statement does not apply. The Commission is not responsible for the privacy practices or content of external websites.

Who can I contact for more information about this privacy statement?

Questions regarding this privacy statement, including the collection of personal information, can be directed to:

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