



## **Privacy Policy**

### ***OVERVIEW***

The Town of Olds is committed to protecting your privacy. This Policy explains how we protect your privacy as a user of our services or as a visitor to our website located at: <https://app.booking.ca/oldsrecreationpub>

This information is collected under the Freedom of Information and Protection of Privacy Act and will be used to process Registrations, Bookings and Membership requests through our Book King system.

### ***WHAT PERSONAL INFORMATION DO WE COLLECT?***

Personal information refers to information that identifies you such as your name and address. At various places throughout our websites, you are asked to voluntarily provide us with personal information if you wish to purchase products or register for programs. The following is a list of the ways that the Town of Olds collects personal information from you:

facility bookings for all the recreational facilities in the Town of Olds, for program registrations, and also online surveys.

### ***WHAT OTHER INFORMATION DO WE COLLECT FROM YOU?***

The Town of Olds website server automatically collects the following non-personally identifiable information from visitors of our site:

The Internet Protocol (IP) address of your computer, which is a number automatically assigned to your computer when you are surfing the Web. the IP Address of your Internet Service Provider your browser and platform type (e.g. a Netscape browser on a Windows platform) the date and time you access our site the sections of the website you visit, as well as the pages read and the images viewed certain content that you download from the website We do not link any of the above information with information that is personally identifiable to you. This means that although your session on our website is recorded, you remain anonymous to us. We collect this data in an aggregate format for a number of reasons. For example, the information about our visitors' browsers tells us what kind of browsers we need to support. Other information lets us know how many visitors come to our site and what sections are the most popular. In this way, we can constantly update and revise our website to be more appealing for our visitors. We do not share this aggregate data with third parties.

## *COOKIES*

Our website may use "per-session cookies" on the pages of the Town of Olds site. We may use per-session cookies to facilitate any future online purchases of products. Cookies enable our websites to save and retrieve information that you enter. You can also select cookies to save your login information on future Message Forums. This use of cookies is optional and solely for your convenience.

## *HOW DOES TOWN OF OLDS USE THE INFORMATION IT COLLECTS?*

Any other uses of your personal information that are not identified here will be disclosed to you at the time of collection, and we will make all reasonable efforts to obtain your express consent for such other uses.

## *DO WE DISCLOSE YOUR PERSONAL INFORMATION*

Within our organization, your personal information is accessible by certain Town of Olds employees only on a need-to know basis. It is stored on databases which are only accessible by our customer and support personnel, and is password-protected.

The Town of Olds does not give, rent or sell personal information about its customers to third parties.

## *TOWN OF OLDS PARTNERS*

The Town of Olds has a number of partners, whose websites you can access from our website. Although we recommend them to you based on their reputation for providing safe and secure online purchasing of our products, we make no warranty about their goods and services, the content on their websites or their protection of your personal information. This Policy does not apply to their activities and we encourage you to view their privacy policies and to contact these companies directly if you have any questions about their collection, use and disclosure of your personal information

## *SAFEGUARDS*

The Town of Olds uses security measures to ensure that the information that you provide to us through our websites and that we retain on file are secure from loss, theft, as well as unauthorized access, disclosure, copying, use or modification. These security measures include appropriate technologies, such as firewalls and fraud controls.

## *CODE OF CONDUCT*

The Town of Olds makes all reasonable efforts to comply with the Personal Information Protection and Electronic Documents Act, and has devised a Code of Conduct to in respect of its handling of your personal information:

Accountability - We are responsible for personal information under our control and have designated persons accountable for our compliance with the Code of Conduct.

Identifying purposes for collection of personal information - We shall identify the



purposes for collection of personal information at or before the time the information is collected. Consent - We will only collect, use and disclose personal information with your knowledge and consent, except where inappropriate. You may withdraw your consent at any time, subject to legal/contractual restrictions, and reasonable notice. Limiting collection of personal information - We shall limit collection of personal information to what is necessary to fulfill the purposes identified, and such information shall be collected by fair and lawful means. Limiting use, disclosure and retention of personal information - We shall not use or disclose personal information for purposes other than those for which it was collected, except with your consent or as required by law, and shall use our best efforts to retain personal information only for as long as is necessary to fulfill those purposes. Accuracy of personal information - Personal information shall be accurate, complete and up-to-date, but we shall not routinely update personal information, unless necessary to fulfill the purposes for which it was collected. Safeguards for protecting personal information - We shall protect personal information by security safeguards which are appropriate to the sensitivity of the information. Openness about policies and practices - We shall make readily available to you specific information about our policies and practices relating to the management of personal information. [This Privacy Policy is available for viewing at any time, and you must agree to it before accessing]. Individual Access to your personal information - Upon request, we shall use our best efforts to inform you of the existence, use and disclosure of your personal information. If you can demonstrate the inaccuracy or incompleteness of your personal information, we shall use our best efforts to amend the information as required. Customers can access, view and modify their own personal information on the database, using their own confidential password. Challenging compliance - You shall be able to challenge our compliance with this Personal Information Code of Conduct to the designated person accountable for our compliance, indicated below.

### *CHANGES TO THE PRIVACY POLICY*

Due to the evolving nature of the technologies used by the Town of Olds to communicate with you, we may occasionally update this Policy. Please check this page periodically for changes.

### *ACCESS TO YOUR PERSONAL INFORMATION, QUESTIONS, COMPLAINTS OR COMMENTS*

With certain exceptions, you are entitled to full access to your personal information that we have on file and you may request that the information be deleted, updated or otherwise modified. If you wish to have access to your personal information, or if you have any questions or comments about this Privacy Policy, or if you have a complaint about our privacy practices, please contact us at:

By email: [communityservices@olds.ca](mailto:communityservices@olds.ca)

By telephone: 403-556-7665



The Town of Olds FOIP Coordinator works out of the Town Administration Office at  
4512 46<sup>th</sup> St Olds. Phone: 403-556-6981

Fax: 403-556-6537

Email: [FOIP@olds.ca](mailto:FOIP@olds.ca)