



PRIVACY AND PERSONAL INFORMATION PROTECTION POLICY

At the Crown Society of Canada, we place great importance on protecting the personal information of our clients, employees, and representatives. In accordance with the Act respecting the protection of personal information in the private sector, we are committed to preserving the confidentiality of personal information collected in the course of our activities. This privacy policy aims to inform you about our practices for collecting, using, disclosing, retaining, and protecting your personal information. By providing us with your personal information, you agree to the terms of this policy and authorize us to process your information accordingly.

1. Consent

1.1 Commitment to Privacy Protection

We are committed to protecting the privacy of our users. We collect and use personal information only with their explicit consent and in compliance with applicable laws.

1.2 Acceptance of Our Policy Terms

By accessing our website <https://crowsociety.org/> or by providing us with personal information, including in the context of Crown Society of Canada activities, you agree to the terms of our privacy policy. This includes your consent to the collection and use of your personal information in accordance with this policy.

1.3 Right to Withdraw Consent

You have the right to withdraw your consent at any time. However, this is subject to certain legal or contractual restrictions. We will inform you of the possible consequences of such withdrawal, such as the inability to provide certain products or process certain requests. Your decision to withdraw will be recorded in our files.

1.4 Exceptions to Consent Requirements

In certain exceptional circumstances, we may collect, use, or disclose personal information without obtaining prior consent. This may occur in situations where legal, medical, or security imperatives make obtaining consent impossible or impractical. These situations include, but are not limited to, cases of suspected breach of contract, fraud prevention or detection, or law enforcement needs.

2. Collection of Personal Information

2.1 We collect personal information through various means, such as:

- Emails and communications with our services
- Online application forms (including membership and activities)
- Cookies and similar technologies on our website
- Social media

2.2 We may also collect information through third parties, such as:

- A technology service provider such as an event platform or newsletter service
- A recruitment portal allowing candidates to submit their CV and personal data
- A consultant providing part of the services we offer to our clients and members
- A customer satisfaction survey company collecting feedback on our products or services
- An online payment service provider to process financial transactions
- A cloud computing company storing client data
- A digital marketing company analyzing user behavior on our website
- An IT security service provider monitoring threats and protecting data
- A customer relationship management (CRM) company helping to organize and analyze client interactions
- A logistics provider managing product delivery and collecting recipient information

3. Types of Personal Information Collected

3.1 We collect various types of data, including but not limited to:

- Personal identifiers (name, postal address, email, phone number)
- Attendance at organizational events (activities)
- Demographic data (age, nationality, place of residence)

3.2 Children's Privacy

We do not knowingly collect or solicit personal information from children under 14 years of age. By using our website, you declare that you are at least 14 years old, and if this is not the case, we ask that you do not attempt to send us personal information. If we discover that we have inadvertently collected personal information from a user under 14, we will attempt to immediately delete this information from our files and records.

We also encourage minor users of the website aged 14 or over to seek permission from their parents or guardians before sending any information about themselves on the Internet.

If you believe that a child under 14 has provided us with personal information, please contact us using the contact information provided in the following section.

4. Use of Personal Information

4.1 We use your personal information for a range of essential activities:

- Responding to inquiries: To effectively respond to your requests and queries
- Transaction management: Processing payments and issuing receipts for transactions
- Registrations and participation: Managing your registrations for events, training, newsletters, downloads from our website, or participation in webinars
- Human resources management: For internal management and administration, recruitment, employment contracts, and service agreements
- Improving user experience: Operating, maintaining, and improving our website, personalizing your online experience, and providing requested services and information
- Marketing communications: Sending relevant information, special offers, and news, with the option to unsubscribe at any time

4.2 We offer various options to allow you to control and limit the collection of your personal information, including:

- Communication choices: You may choose to receive our communications by various means (phone, SMS, email), or to refuse them entirely
- Cookie management: Our site allows you to refuse or customize the use of cookies. Please note that blocking certain cookies may affect the accessibility and functionality of our site

5. Sharing and Disclosure of Personal Information

5.1 Personal information collected by our organization is accessible to specific categories of our staff and certain partner organizations, for the purpose of effectively providing our products and services:

- Membership and Branch Advisors: Access contact information to respond to inquiries
- Presidency and Chancellery: Access technical data for support and maintenance
- Operations: Use data for organizing events and activities
- Delivery partners: Receive addresses for order delivery
- Payment service providers: Access financial information for transaction processing
- Personal information and data security officers: Access information to ensure security and data protection
- Legal consultants: Use data to ensure compliance with applicable laws and regulations
- Cloud service providers: Host data on secure servers, enabling storage and retrieval of information
- Other Board members: For special projects or calls for nominations

6. Links to Other Websites

6.1 Our website may contain links to third-party websites. When you follow these links, you leave our website. Information exchanged at that point is no longer subject to our privacy policy. We recommend reviewing the privacy statements of other websites you visit before providing any information.

7. Security of Personal Information

7.1 Security Measures for Personal Information Protection

To ensure the security and confidentiality of personal information, the Crown Society of Canada adopts rigorous security measures, including both physical and technological aspects:

- Physical security: Use of electronic locking systems and security locks for access to offices, cabinets, and filing systems, installation of surveillance cameras, and restriction of access to areas where personal data is stored
- Access controls: Limiting access to personal data to authorized staff members only
- Staff training: Regular awareness training for staff on data security best practices
- Data encryption: Protection of sensitive data using advanced encryption techniques
- Intrusion monitoring and detection: Implementation of systems to monitor suspicious activity and detect potential intrusions

These measures aim to protect personal information against unauthorized access, use, or disclosure. While we make every effort to protect your personal data, no method of transmission over the Internet or electronic storage is 100% secure. We therefore cannot guarantee absolute security.

7.2 Staff and Grand Council Commitment

Every administrator, volunteer, or ad hoc advisor working within our Grand Council committees commits to respecting the personal information we collect. Furthermore, these individuals commit to maintaining the confidentiality of information specific to our activities and not disclosing or using it for personal benefit or the benefit of others. This commitment begins upon entry into service and continues indefinitely.

8. Retention and Destruction of Personal Information

We will retain your personal data only for as long as necessary for the purposes set out in this privacy policy. We will retain and use it to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our legal policies. We will also retain usage data for internal analysis purposes. This data is generally retained for a shorter period, unless it is used to strengthen security or improve the functionality of our website, or if we are legally required to retain it longer.

9. Your Rights

9.1 Recognition and Respect of Your Rights

As part of our privacy policy, we recognize and respect the fundamental rights of individuals whose personal information we hold:

- Right of access: Individuals have the right to consult the personal information we hold about them
- Right of rectification: If information is inaccurate or incomplete, individuals may request an update
- Right to de-indexing: Individuals may request that their personal information be removed from distribution or that any hyperlink associated with their name be de-indexed, where such distribution causes them harm or violates the law or a court order
- Right to file a complaint: In case of concerns about data processing, individuals may file a complaint in accordance with our established process

Subject to applicable laws, upon receipt of a written request and after verifying their identity, we will inform the person whether we hold personal information about them and will communicate this information to them. We may refuse access in accordance with applicable laws, in which case we will provide reasons for the refusal.

10. Policy Changes

This policy may be updated to reflect changes in our practices or legal requirements. Changes will be posted on our website. We encourage you to regularly review this privacy policy to stay informed of any changes.

11. Contact

Any requests or questions regarding this privacy policy may be sent to the person responsible for the protection of personal information at the following address:

- By email: info@crownsociety.org
- By postal mail: Crown Society of Canada, 709-88 Dollard-des-Ormeaux, Gatineau (QC), CANADA, J8X 3M1, +1 (418) 957-9118

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