



Kenora Association for Community Living

A Meaningful and Satisfying Life

KACL Online Privacy Policy

This Privacy Policy governs the manner in which Kenora Association for Community Living (hereinafter KACL) collects, uses, maintains, and discloses information collected from users of the www.kacl.ca website (hereinafter site). This privacy policy applies to all content, products, and services available through the site.

Consent

KACL will not collect, use, or disclose your personal information on the site without first obtaining your written consent. KACL will not use your personal information on the site in any way or for any reason other than how you agree it be used. You may request that KACL remove some information or you can change your mind about this consent at any time, by contacting the KACL Privacy Officer. However, KACL cannot guarantee that your information will be permanently removed from the internet after it has been published online.

Privacy Officer

KACL's Privacy Officer is accountable for protecting the confidentiality and security of all personal information in its care, as well as ensuring its accuracy. You have a right to access and request corrections to your personal health information by contacting the Privacy Officer:

Al Tonkin
501 Eighth Ave. South
Kenora Ontario
P9N 3Z9
807-467-5225
info@kacl.ca

Personal Information

KACL may collect personal information from users in a variety of ways, including, but not limited to, when users visit the site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, as well as in connection to accessing services, features, or resources KACL makes available on the site. Users may

[Central Office](#) • [Children's Services](#) • [Options for Adults](#) • [Community Mental Health Support Services](#)

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kacl.ca

be asked for, name, email address, mailing address, phone number, PayPal, and credit card information, as appropriate. However, users may visit the site anonymously. KACL will collect personal information from users only if it is voluntarily submitted. Users can always refuse to supply personal information, understanding that it may prevent them from engaging in certain site-related activities.

Non-personal Information

KACL may collect non-personal information about users whenever they interact with the site. Non-personal information may include, the browser name, the type of computer and technical information about users' means of connection to the site, such as the operating system and the Internet service providers utilized, and other similar information.

Web Browser Cookies

The site may use "cookies" to enhance user experience. A user's web browser places cookies on his/her hard drive for record-keeping purposes and sometimes to track information about him/her. Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, please note and understand that some parts of the site may not function properly.

How KACL Uses Collected Information

KACL may collect and use users' personal information for the following purposes:

- To improve customer service:
 - Information you provide helps KACL respond to your customer service requests and support needs more efficiently;
- To illustrate aspects of KACL support:
 - Audio or visual recordings of a person's likeness or creative work, including written text by an individual or about an individual, may be displayed to represent KACL services, i.e. participation in an activity;
- To personalize user experience:
 - KACL may use information in the aggregate to understand how our users as a group use the services and resources provided on the site;
- To improve the site:
 - KACL may use user feedback to improve our products and services;

- To process payments:
 - KACL may use the information users provide about themselves when placing an order only to provide service to that order. KACL will not share this information with outside parties except to the extent necessary to provide the service;
- To run a promotion, contest, survey or other site feature:
 - To send users information they agreed to receive about topics KACL anticipates will be of interest;
- To send periodic emails:
 - KACL may use a user's email address to send him/her information and updates pertaining to his/her order. It may also be used to respond to inquiries, questions, and/or other requests. If a user decides to opt-in to a mailing list, s/he will receive emails that may include association news, updates, related product or service information, etc. If at any time a user would like to unsubscribe from receiving future emails, KACL includes unsubscribe instructions at the bottom of each email, or a user may contact KACL via the site.

How KACL Protects Your Information

KACL adopts appropriate processing practices and security measures for data collection and data storage to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and other data stored on the site.

Sensitive and private data exchange between the site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. The site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for users.

Sharing your personal information

KACL does not sell, trade, or rent users' personal information to others. KACL may share generic aggregated demographic information that is not linked to any personal information, regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

Third Party Websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. KACL does not control the content or links that appear on these sites and is not responsible for the practices employed by websites linked to or from the site. In

addition, third party sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to KACL's site, is subject to that website's own terms and policies.

Changes to this Privacy Policy

KACL has the discretion to update this privacy policy at any time. We encourage users to frequently check for any changes in order to stay informed about how KACL is helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this site, you signify your acceptance of this policy. If you do not agree to this policy, you may choose to not use the site. Your continued use of the site, following the posting of changes to this policy, will be deemed your acceptance of those changes.