

DISASTER RECOVERY INSTITUTE CANADA (DRIC)

WEBSITE PRIVACY POLICY UPDATED APRIL 2004

This website privacy policy is intended to provide DRIC website visitors with information about how DRIC treats private and personal information received on the Internet.

As the organization that is recognized internationally as the leading professional body of Business Continuity and Disaster Planning in Canada, the Disaster Recovery Institute Canada (DRIC) is serious and sensitive about the importance of information and privacy.

DRIC's commitment to privacy is demonstrated in its website information practices, including what type of information is gathered and tracked, how the information is used, and with whom the information is shared. DRIC's privacy policy complies with the OECD Privacy Guidelines on the Protection of Privacy and Transborder Flow of Personal Data Guidelines.

Why a Privacy Policy?

DRIC provides this Policy on its public website — accessible for anyone to view or print — so that visitors to its website can understand the type of personal information held, the purposes for which it is held, and how it is collected, used, and disclosed.

What information does DRIC collect — and how is it used?

You can visit the DRIC website to learn more about DRIC and its offerings, or simply to gather information, and you can do that without disclosing your personal information.

If you choose to provide DRIC with information about yourself, DRIC will act in a responsible manner. DRIC may store and disclose personal information as allowed or required by applicable law, including making disclosures that are necessary or advisable to:

- protect the rights, safety or property of DRIC or others
- to conform to legal or regulatory requirements

DRIC may collect or authorize third parties to collect anonymous information from visitors to the DRIC website. For example, certain software tools keep track of the domain names from which people visit the website, and aggregated statistical data helps measure visitor activity on the DRIC website—that is done in ways that keep the information anonymous, yet still provides enough detail so that the information is useable for statistical purposes and for evaluating the DRIC website to make it more useful to visitors.

Why DRIC collects personal information?

Various pages of DRIC website invite visitors to email their name and contact details, for example to submit a request for information, subscribe for information releases, or to receive information about certification or courses.

The types of personal information needed to fill requests might include your name, country of origin, address, email address, telephone number, and credit card information.

At DRIC “personal information” includes those types and categories of information described in Canadian private sector privacy legislation and records of:

- members
- courses applied for and taken by members, and their exam results
- some member queries
- inquiries to DRIC following requests for information

In some cases, refusing to identify yourself, or provide the personal information needed to conduct transactions might severely limit DRIC’s ability to provide the requested services.

What is the source of personal information that DRIC holds and uses?

DRIC collects, uses, and discloses personal information by lawful and fair means and not in an unreasonable or intrusive way. The most common source of personal information is the website visitor or DRIC member who provides their personal information in order for DRIC to supply certain services or fulfill certain obligations.

Why is personal information held, and how is it used?

DRIC holds personal information for administrative purposes; to provide contact details for sending bulletins, newsletters, press releases, notices, and other information relating to DRIC; to respond to your requests; and to fulfill organizational functions, responsibilities, and activities. In other words, DRIC collects, uses, and discloses personal information only for purposes that a reasonable person would consider appropriate under these circumstances.

DRIC or someone else on its behalf may contact you in response to your feedback or query and for other purposes that are in accordance with your instructions.

Who does DRIC share information with?

At times, DRIC may use the expertise of an outside company to do work involving some personal information – for example, operating record keeping systems. As a matter of good business, good corporate governance, and solid common sense, the DRIC Executive is careful in selecting companies that use standards comparable to DRIC’s.

DRIC does not use or disclose personal information about any individual for a purpose other than the primary purpose for which it is collected. There are some exceptions to the above rule. For example, DRIC might be obliged by contract or by law to collect, use or disclose information.

Your personal information may be stored and disclosed if doing so is necessary to:

1. comply with the law or with legal process;
2. protect and defend DRIC’s rights and property;
3. protect against misuse or unauthorized use of DRIC website;
4. protect the personal safety or property of those involved with DRIC, people who use the DRIC website, or the public (among other things, this means that if you attempt to provide stolen credit card details or pose as someone else, information about you may be disclosed as part of any investigation into your actions).

Who else knows my personal information?

If you ask, DRIC will provide you the names of outside companies or organizations to which your information has been given.

Will personal information be sent outside of Canada?

DRIC will transfer personal information about an individual to someone in a foreign country only if it reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds the principles for fair handling of the information that are substantially similar to the principles of Canadian private sector privacy legislation; or

- (a) the individual consents to the transfer
- (b) the transfer is necessary for the performance of a contract between the individual and DRIC
- (c) to implement pre-contractual measures taken in response to the individual's request
- (d) the transfer is necessary for the conclusion or performance of a contract finished in the interest of the individual between the organization and a third party
- (e) all of the following apply:
 - (i) the transfer is for the benefit of the individual
 - (ii) it is impractical to obtain the consent of the individual to that transfer;
 - (iii) if it were practical to obtain such consent, the individual would be likely to give it

What about links to other sites that appear on the DRIC website?

Links to other websites may appear within the DRIC website, and are provided as a convenience to DRIC website visitors. DRIC is not responsible for content, business practices, or the privacy policies of linked sites.

Site visitors are encouraged to be aware when they leave the DRIC website, and to read the privacy statements of each and every website that they visit and which might collect personally identifiable information. The DRIC privacy statement applies solely to information collected by the DRIC website.

How accurate is the information?

DRIC will continue to:

- Ensure that the personal information is accurate, complete, and up-to-date according to the input received from the applicant or member;
- Protect the personal information from loss, misuse, and unauthorized disclosure;
- Ensure that modification information is received from authorized persons only;
- Destroy or anonymize personal information if it is no longer needed.

What if you disagree?

You can ask for access to your personal information, and request that your personal information be corrected or updated. You may have to provide identification before personal information is released.

If your request for a copy of your personal information is refused, the reasons for refusal will be provided. You may challenge the refusal by contacting the Federal or Provincial Privacy Commissioner. In general, refusals will depend largely upon exceptions provided in Canadian private sector privacy legislation.

There is no charge for verifying or correcting your information, but there may be a charge if you want a copy of records or if special expense is involved in retrieving your information. If that is the case, you will be advised of any charges in advance.

What security safeguards are in place?

DRIC has implemented reasonable measures as indicated in this policy designed to secure personal information from accidental loss and from unauthorized access, use, alteration, or disclosure. However, we cannot guarantee that unauthorized third parties will never be able to defeat those measures or use your personal information for improper purposes.

What about cookies?

Cookies are small amounts of information stored by your hard drive when you visit certain websites. Cookies can provide a more personalized website visit, and may provide the convenience of saving your settings and helping you log in if you have chosen this option. These cookies do not typically enable third parties to access any of your information.

Session cookies, which are used only during a browsing session, expire when you quit your browser, and no personal information is maintained which might identify you if you visit the website in future.

DRIC may use cookies to collect, store, and track information for statistical purposes to improve their services. You may set the options in your browser to refuse cookies.

What about business transitions?

If DRIC enters into a transition — such as being merged into another organization or selling a portion of its assets — users' personal information will, in most instances, be part of the assets transferred. Users will be notified before a change of control of their personal information. If as a result of the transition, the users' personal identifiable information will be used in a manner different from that stated at the time of collection they will be given an opportunity for consent.

How current is the DRIC website privacy statement?

This privacy statement was last updated on March 29, 2004. This privacy policy might change from time to time and the changes will be posted on this web site. If you prefer, contact the DRIC Privacy Officer to request a hard copy of the DRIC Privacy Statement.

How can you get more information?

If you have questions or concerns about DRIC policies or procedures on personal information, contact the DRIC Privacy Officer:

By Mail

Disaster Recovery Institute Canada
200 Sanders St. Suite 201, P.O. Box 552
Kemptville, Ontario K0G 1J0

By Fax + 613.258.1447

By Phone + 613.258.2271 or
1.888.728.3742

By E-Mail – info@dri.ca