

Exploits Regional Chamber of Commerce Privacy Policy

Exploits Regional Chamber of Commerce is committed to maintaining the accuracy, confidentiality, and security of your personal information. As part of this commitment, the following Ten Privacy Principles govern our actions as they relate to the use of customer information. The principles have been built upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's Personal Information Protection and Electronic Documents Act.

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Principle 1 - Accountability

Exploits Regional Chamber of Commerce is responsible for maintaining and protecting the personal information under its control. Exploits Regional Chamber of Commerce has designated an individual or individuals who is/are accountable for compliance with the Ten Privacy Principles.

Principle 2 - Identifying Purposes

The purposes for which personal information is collected will be identified before or at the time the information is collected.

Principle 3 - Consent

Knowledge and consent are required for the collection, use or disclosure of personal information except where required or permitted by law.

Principle 4 - Limiting Collection

The personal information collected must be limited to those details necessary for the purposes identified by Exploits Regional Chamber of Commerce.

Principle 5 - Limiting Use, Disclosure and Retention

Personal information may only be used or disclosed for the purpose for which it was collected unless you have otherwise consented, or when it is required or permitted by law. Personal information may only be retained for the period of time required to fulfill the purpose for which it was collected or as required by law.

Principle 6 - Accuracy

Personal information must be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

Principle 7 - Safeguarding Customer Information

Personal information must be protected by security safeguards that are appropriate to the sensitivity level of the information.

Principle 8 - Openness

Exploits Regional Chamber of Commerce will make information available to our customers concerning the policies and practices that apply to the management of their personal information.

Principle 9 - Customer Access

Upon request, a customer shall be informed of the existence, use and disclosure of their personal information, and shall be given access to it. Customers may verify the accuracy and completeness of their personal information, and may request that it be amended, if appropriate.

Principle 10 - Handling Customer Complaints and Suggestions

Customers may direct any questions or enquiries with respect to the privacy principles outlined above or about our practices by contacting:

Exploits Regional Chamber of Commerce
c/o Exploits Regional Chamber of Commerce
P.O. Box 272, 16 High Street
Grand Falls-Windsor, NL A2A 2J7
Phone: (709)489-7512 Fax: (709)459-7532

Email: info@exploitschamber.com

Before Exploits Regional Chamber of Commerce is able to provide you with any information or correct any inaccuracies, however, we may ask you to verify your identity and to provide other details to help us to respond to your request. We will endeavor to respond within an appropriate timeframe.

If you have questions or concerns regarding our organization's privacy policy and practices, you should first contact Exploits Regional Chamber of Commerce directly.

If you do not receive acknowledgment of your inquiry or your inquiry has not been satisfactorily addressed, you should then contact the Privacy Commissioner's Office at <http://www.privcom.gc.ca> (or 112 Kent Street, Ottawa, Ontario, K1A 1H3), who will then serve as a liaison with Exploits Regional Chamber of Commerce to resolve your concerns.

What Information is Collected?

At Exploits Regional Chamber of Commerce, we gather and use personal information to provide you with the products or services you have requested and to offer you additional products and services we believe you might be interested in. Providing us with your personal information is always your choice. Most of the information we collect comes to us directly from you, and only with your consent. For example, when you request products or enroll for a service online, by telephone, or in person, we will ask you to provide the information that enables us to complete your request or to provide you with better service.

The types of personal information we may ask for depends on the nature of your request. Personal information that is essential for completing an online transaction typically includes name, home address and credit card information. We may also request additional information to help us contact you, provide you with advice about our services and information about other products and services that we believe would interest you.

When you visit the Exploits Regional Chamber of Commerce web site, information is not collected that could identify you personally unless you choose to provide it voluntarily. You are welcome to browse the Web site at any time anonymously and privately without revealing any personal or financial information about yourself.

Types of Information We Collect

The type of information you will be asked to provide will vary according to your activity or request.

- Purchasing products or services via telephone
- Customer service
- Browsing the Exploits Regional Chamber of Commerce web site

Personal Information

Personal information is information that refers to you specifically. With your consent, we may gather personal information from you in person, over the telephone or by corresponding with you via mail, facsimile, the Internet.

The type of information we usually collect and maintain in your customer file may include your:

Name/ Business Name
Title
Mailing Address
Location Addresses
E-mail Address
Web Address
Telephone Number
Credit Card Number

The choice to provide us with personal information is always yours. However, your decision to withhold particular details may limit our ability to provide you with services.

If we are unable to accommodate your request based on the information that has been provided to us, we may ask for additional details in order to identify other ways to be of assistance. In some instances, Exploits Regional Chamber of Commerce may also maintain a file containing contact history that is used for customer inquiry purposes.

Anonymous/Non-Personal Information

At Exploits Regional Chamber of Commerce, we routinely collect anonymous/non-personal information. Anonymous/non-personal information is information that we do not associate with or trace back to a specific individual or business entity. For example, our web servers collect some anonymous/non-personal information automatically when you visit the Exploits Regional Chamber of Commerce web site. Gathered electronically, this information may include the pages you visited, the type of web browser you are using, the level of encryption your browser supports and your Internet Protocol address. The anonymous/non-personal information collected may be used for research and analytical purposes and occasionally for security investigations.

To help us better understand our markets, we may also gather information for analytical purposes by conducting customer surveys, and by extracting demographic information from existing files.

How Your Information is Used

- We use personal information to communicate with you, process orders and ultimately to provide you with the products or services you have requested.
- We use anonymous/non-personal information to improve our products and services.

Personal Information

We use your personal information to communicate with you, process orders and effectively provide the services you have requested. We use the personal information you have provided to

us to communicate with you and safeguard your interests. We will keep you informed about your order, send you important notices, and respond to any special needs or enquiries you may have. With your consent, we may also send you information about other products and services in which we believe you may be interested.

We only use personal information for the purposes that we have disclosed to you. If for any reason your information is required to fulfill a different purpose, we will obtain your consent before we proceed.

Anonymous/Non-Personal Information

The anonymous/non-personal information gathered from the Exploits Regional Chamber of Commerce web site is used primarily for technical, research and analytical purposes like evaluating the various sections of the web site. This information does not include any personal information and it is only retained until its intended purpose is fulfilled.

It is our goal to continuously improve our service offerings to you. Therefore, we use anonymous/non-personal information collected from surveys, from public archives and by extracting information from existing files to better understand our customers' interests, priorities, and satisfaction levels.

When Information May be Disclosed to Outside Parties

We are obliged to keep your personal information confidential except under the following special circumstances:

- When authorized by you
- When required by law
- When permitted by law

When Authorized by You

With respect to the matter of online ordering, we use the personal information to provide our products and services to you, as well as in the following ways:

- to facilitate the provision of our services by sharing your information with our third party service providers, transaction processing providers, and similar parties connected to credit or debit card services;
- to investigate potentially fraudulent or questionable activities regarding your credit card account or the use of our services;
- to offer you related products and services that might benefit you; and
- in the course of an actual or potential sale, reorganization, consolidation, merger or amalgamation of our business.

In addition we may also collect, use and disclose personal information when required or permitted by law.

When Required by Law

The type of information we are legally required to disclose may relate to criminal investigations or government tax reporting requirements. In some instances such as a legal proceeding or court order, we may also be required to disclose certain information to authorities. Only the information specifically requested is disclosed and we take precautions to satisfy ourselves that the authorities that are making the request have legitimate grounds to do so.

When Permitted by Law

There are some situations where we are legally permitted to disclose personal information such

as employing reasonable and legal methods to enforce our rights under our sales agreement, to collect a delinquent account or investigate suspicion of illegal activities.

With Whom We May Share Your Information

With your consent we will share information with suppliers who perform services on our behalf. Unless you authorize us to release it, or release is required or permitted by law, we never sell, lease or trade information about you or your accounts to other parties.

Our Employees

In the course of daily operations, access to private, sensitive and confidential information is restricted to authorized employees who have a legitimate business purpose and reason for accessing it. For example, when you call us, our designated employees will access your information to verify who you are and to assist you in fulfilling your requests.

As a condition of their employment, all employees of Exploits Regional Chamber of Commerce are required to abide by the privacy standards we have established. They are also required to work within the principles of ethical behaviour as set out in our Code of Conduct and must follow all applicable laws and regulations. Employees are informed about the importance of privacy and they are required to agree to a code of conduct that prohibits the disclosure of any customer information to unauthorized individuals or parties.

Unauthorized access to and/or disclosure of customer information by an employee of Exploits Regional Chamber of Commerce is strictly prohibited. All employees are expected to maintain the confidentiality of customer information at all times and failing to do so will result in appropriate disciplinary measures, which may include dismissal.

Outside Service Suppliers

At Exploits Regional Chamber of Commerce, we sometimes contract outside organizations to perform specialized services such as terminal delivery and repair. Our trusted service suppliers may at times be responsible for processing and handling some of the information we receive from you.

When we contract our suppliers to provide specialized services, they are given only the information necessary to perform those services. Additionally, they are prohibited from storing, analyzing or using that information for purposes other than to carry out the service they have been contracted to provide. In fact, our suppliers are bound by strict contractual obligations that have been designed to protect the privacy and security of your information. Furthermore, as part of our contract agreements, our suppliers and their employees are required to protect your information in a manner that is consistent with the privacy policies and practices that we have established.

How We Safeguard Your Information

We use state-of-the-art technologies and maintain current security standards to ensure that your personal information is protected against unauthorized access, disclosure, inappropriate alteration or misuse. All safety and security measures are also appropriate to the sensitivity level of your information.

Customer Files

Electronic customer files are kept in a highly secured environment with restricted access. Paper-based files are stored in locked filing cabinets. Access is also restricted.

Accessing and Amending Your Information

At Exploits Regional Chamber of Commerce, decisions are made based on the information we have. Therefore, it is important that your personal information is accurate and complete. As a customer, you have the right to access, verify and amend the information held in your personal files.

Accessing Your Information

You may access -and verify any of your information by calling our office at 1-709-489-7512.

Amending Your Information

To help us keep your personal information up-to-date, we encourage you to amend inaccuracies and make corrections as often as necessary. Despite our efforts, errors sometimes do occur. Should you identify any incorrect or out-of-date information in your file(s), we will make the proper changes. Where appropriate, we will communicate these changes to other parties who may have unintentionally received incorrect information from us.

To Make a Change

To make a change to the personal contact information contained in your file, you may do one of the following:

- a. Call our office at 709-489-7512, where one of our staff will be available to receive your request for a change in your personal contact information;
- b. Send a facsimile to us 709-489-7532 to request a change in your personal contact information.

In each case, you will be required to verify your identity by providing some personally identifying information.

Questions, Concerns and Complaints

If you have a question about the privacy policies stated on this site, please call us at (709)489-7512

If you have a concern or complaint about privacy, confidentiality or the personal information handling practices of Exploits Regional Chamber of Commerce, our employees or service suppliers, please contact :

Exploits Regional Chamber of Commerce
c/o Exploits Regional Chamber of Commerce
P.O. Box 272, 16 High Street
Grand Falls-Windsor, Newfoundland
A2A 2J7
Phone: (709) 489-7512 Fax: (709) 489-7532
Email:info@exploitschamber.com

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a liaison with Exploits Regional Chamber of Commerce to resolve your concerns.

Updating this Privacy Policy

Any changes to our privacy policy and information handling practices will be acknowledged in this policy in a timely manner. We may add, modify or remove portions of this policy when we feel it is appropriate to do so. You may determine when this policy was last updated by referring to the modification date found at the bottom of this privacy policy.

Web Sites Governed by this Privacy Policy

The web site that is governed by the provisions and practices stated in this privacy policy is:
<http://www.exploitschamber.com>

Other Web Sites

The Exploits Regional Chamber of Commerce web site may contain links to other third party sites that are not governed by this privacy policy. Although we endeavor to only link to sites with high privacy standards, our privacy policy will no longer apply once you leave the Exploits Regional Chamber of Commerce web site. Additionally, we are not responsible for the privacy practices employed by other third party web sites. Therefore, we suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.