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| **Subject**: Website privacy statement | Staff |
| **Policy Number**: 9.08 | **Pages:** 2 |
| **Implementation:** October 2023 | **Next Review:** October 2027 |
| **Cross Reference**: | **Approved By:** Executive Director |

#### POLICY

The VCHC is committed to protecting the privacy of any personal information you may provide when visiting our website. Part of that commitment is to explain what information may be collected and why, how it will be used and who may have access to it. The VCHC’s practices have been designed to ensure compliance with the privacy provisions of the Freedom of Information and Protection of Privacy Act (FIPPA), and Personal Health Information Protection Act, 2004 (PHIPA). This privacy statement applies to interactions with the VCHC’s web server. It does not apply to any other website. This statement is available on our website.

**PROCEDURE**

**Our Commitment to Security**

The VCHC has put in place appropriate physical, electronic, and managerial procedures to safeguard and prevent unauthorized access to personal information and ensure that the information we collect is used only for the purposes requested.

The VCHC uses encryption, password protection, and other technology to protect personal information from unauthorized third-party access, alteration, theft, or misuse.

**Registration and Use of Personal Information**

When you visit the VCHC website, you do so anonymously, there is no need to tell us who you are. If you direct an inquiry to a specific department or staff member of the VCHC, we may ask you to provide your name, e-mail address, or phone number for the purpose of responding to your inquiry. Only those who are required to be advised in providing the service will have access to the personal information provided.

While registration is not required in order to use or access all sections of this website, it is required when booking online appointments or completing forms.

If you do register, and the process provides us with personally identifiable information, rest assured that any such information you provide will not be shared with any third-party organization except with your express consent.

We also provide visitors to our website the opportunity to opt-in to receive communications from us. In this case, we ask the visitor for their email address and name. These communications may include regular newsletters, promotions, and any other information that we feel may be pertinent to the visitor. You may opt out of receiving any, or all, of these communications by emailing us at [info@vaughanchc.com](mailto:info@vaughanchc.com) or by clicking on the “unsubscribe” at the bottom of these communications.

**Downloadable files**

This website contains downloadable material; the material is scanned to ensure as much as we can that it is free of any virus, spyware or malware; however all users are advised to ensure that they have antivirus and anti-spam software on their computer to protect their information.

### Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer wish us to possess your information, you may request correction, updating, or deletion of your information by emailing us at [info@vaughanchc.com](mailto:info@vaughanchc.com). You may also complete any corrections, updates or deletion requests in-person, when visiting the Centre.

**Third-party Analytics**

Third-party analytics such as Google Analytics, is a web analytic service provided by Google Inc., helps to measure traffic patterns to, from, and within websites. The VCHC does not use third-party such as Google Analytics to collect or receive user information.

**Disclaimer**

We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. If a privacy breach is detected, it will be reported to our affected web user(s) at the earliest opportunity.

You may submit any questions about our privacy and security procedures by emailing us at [privacy@vaughanchc.com](mailto:privacy@vaughanchc.com).