



PRIVACY POLICY

Compliant with PIPEDA and Canadian Privacy Law

Effective Date: April 13, 2026

1. Introduction

This Privacy Policy describes how [Your Organization Name] ("we", "us", or "our") collects, uses, discloses, and protects the personal information of individuals who visit our website, enrol in our programs, or interact with us ("you" or "your").

We are committed to protecting your privacy in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation across Canada.

By using our website or services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

2. Information We Collect

We collect personal information necessary to provide our services. This includes:

2.1 Enrolment Information

When you register for our programs or services, we collect:

- Full name and date of birth
- Contact information (address, phone number, email address)
- Emergency contact details
- Program or course preferences and selections
- Health or accessibility information (where relevant and provided voluntarily)
- Prior qualifications or certifications (where applicable)

2.2 Payment Information

We collect payment-related information to process transactions. All payment processing is handled securely through Stripe, a PCI-DSS compliant third-party payment processor. We collect:

- Billing name and address
- Payment method details (credit/debit card information is processed directly by Stripe and is not stored on our servers)
- Transaction history and receipts
- Refund and chargeback records



For more information on how Stripe handles your data, please visit Stripe's Privacy Policy at <https://stripe.com/en-ca/privacy>.

2.3 Organizational and Contact Emails

When you contact us, subscribe to communications, or interact with us on behalf of an organization, we may collect:

- Work email address and professional title
- Organization name and contact details
- Communication preferences
- Content of your messages and correspondence with us

2.4 Automatically Collected Information

When you use our website, we may automatically collect:

- IP address and browser type
- Pages visited and time spent on the site
- Referring URLs and device information
- Cookies and similar tracking technologies (see Section 8)

3. How We Use Your Information

We use your personal information only for the purposes for which it was collected, including:

- Processing enrolments and managing your participation in programs
- Processing payments and issuing receipts through Stripe
- Communicating important program updates, schedules, and administrative information
- Responding to your inquiries and providing customer support
- Sending newsletters or promotional materials (with your consent, which may be withdrawn at any time)
- Complying with legal and regulatory obligations
- Improving our website and services through analytics
- Fraud prevention and security monitoring

We will not use your personal information for any purpose not identified at the time of collection without your prior consent, unless required or permitted by law.

4. Consent

We collect personal information with your knowledge and consent, except where the law permits or requires collection without consent. By submitting your personal information to us, you expressly consent to our collection, use, and disclosure of that information as described in this Privacy Policy.



You may withdraw your consent at any time, subject to legal and contractual restrictions and reasonable notice. Please note that withdrawing consent may limit our ability to provide certain services to you. To withdraw consent, please contact us using the information in Section 10.

5. Disclosure of Your Information

We do not sell, rent, or trade your personal information. We may share your information only in the following circumstances:

5.1 Service Providers

We share information with trusted third-party service providers who assist us in operating our website and delivering our services, including:

- Stripe (payment processing) — stripe.com
- Email and communication platforms
- Cloud hosting and data storage providers

All service providers are contractually obligated to protect your information and use it only for the services they provide to us.

5.2 Legal Requirements

We may disclose your personal information if required to do so by law, court order, or government authority, or if we believe in good faith that disclosure is necessary to protect our rights, your safety, or the safety of others.

5.3 Business Transfers

In the event of a merger, acquisition, or sale of all or part of our assets, your personal information may be transferred to the acquiring organization. We will notify you before your information is subject to a different privacy policy.

6. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected, or as required by applicable law. Specifically:

- Enrolment records are retained for a minimum of seven (7) years following the conclusion of program participation, in accordance with applicable record-keeping requirements.
- Payment records are retained as required by Canadian tax law, generally for a minimum of six (6) years.
- Email communications are retained for up to three (3) years or until you request deletion.

When personal information is no longer required, it is securely destroyed, deleted, or anonymized.



7. Data Security

We implement appropriate technical and organizational safeguards to protect your personal information against unauthorized access, disclosure, alteration, or destruction. These measures include:

- SSL/TLS encryption for data transmitted through our website
- PCI-DSS compliant payment processing through Stripe
- Access controls and authentication measures for staff
- Regular security assessments and updates

While we take reasonable steps to protect your information, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security.

8. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your experience, analyze usage, and support certain website functions. Cookies are small text files stored on your device.

We use:

- Essential cookies necessary for the website to function
- Analytics cookies to understand how visitors use our site (e.g., Google Analytics)
- Preference cookies to remember your settings

You can control cookies through your browser settings. Disabling cookies may affect the functionality of certain parts of our website. For more information, please refer to your browser's help documentation.

9. Your Privacy Rights

Under PIPEDA and applicable Canadian privacy law, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Withdraw consent to certain uses of your information
- Request deletion of your personal information (subject to legal retention requirements)
- File a complaint with the Office of the Privacy Commissioner of Canada

To exercise any of these rights, please contact us using the information in Section 10. We will respond to all requests within 30 days.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada at 1-800-282-1376 or www.priv.gc.ca.



10. Contact Us

For privacy-related questions, concerns, or requests, please contact our Privacy Officer:

[Your Organization Name]

Attention: Privacy Officer

[Street Address]

[City, Province, Postal Code]

Email: [privacy@yourorganization.ca]

Phone: [Your Phone Number]

We are committed to resolving privacy concerns promptly and fairly.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. We will post the revised policy on our website with an updated effective date. For material changes, we will provide additional notice, such as a notice on our homepage or an email to registered users.

We encourage you to review this Privacy Policy periodically. Your continued use of our website or services after any changes constitutes acceptance of the updated policy.

Last Updated: April 13, 2026 | This policy is governed by the laws of Canada and applicable provincial legislation.