



Pine Tree Community RV Park Privacy Policy

Effective Date: May 8, 2026

Welcome to Pine Tree Community RV Park. We are committed to protecting your privacy and safeguarding your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the *Personal Information Protection and Electronic Documents Act* (PIPEDA) and other applicable Canadian privacy laws.

By visiting our website, making a reservation, or staying at our RV park, you consent to the practices described in this Privacy Policy.

1. Accountability

We are responsible for all personal information under our control. We have designated a Privacy Officer who is accountable for our compliance with this Privacy Policy and PIPEDA's fair information principles.

Privacy Officer Contact Information:

- **Name/Title:** Dr. Jennifer Salisbury, Westcoast Endeavours ULC
- **Email:** admin@westcoastend.com
- **Phone:** 604-414-8595
- **Mailing Address:** 6908 Invermere Court Powell River, BC V8A 1N5

2. Identifying Purposes

We collect personal information only for the following purposes:

- To process and manage your reservations and payments.
- To communicate with you regarding your booking, stay, or inquiries.
- To ensure the safety and security of our guests, staff, and property.
- To enforce our park rules and policies.
- To meet legal and regulatory requirements.
- To send promotional materials or newsletters (only if you have opted in, in compliance with Canada's Anti-Spam Legislation - CASL).

3. Consent

We will obtain your knowledge and consent for the collection, use, or disclosure of your personal information, except where required or permitted by law. Your consent may be express (e.g., checking a box on a booking form) or implied (e.g., providing your information



voluntarily to complete a transaction). You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting our Privacy Officer.

4. Limiting Collection

We limit the collection of personal information to what is necessary for the purposes identified above. The types of personal information we may collect include:

- **Contact Information:** Name, address, email address, and telephone number.
- **Payment Information:** Credit card details or other billing information (processed securely).
- **Reservation Details:** Dates of stay, RV make/model/license plate, and the names of other guests in your party.
- **Identification:** Government-issued ID (e.g., driver's license) for verification purposes upon check-in.

5. Limiting Use, Disclosure, and Retention

We will not use or disclose your personal information for purposes other than those for which it was collected, except with your consent or as required by law.

- **Disclosure:** We do not sell your personal information to third parties. We may share your information with trusted service providers (e.g., payment processors, reservation software) who are contractually obligated to protect your data.
- **Retention:** We retain your personal information only as long as necessary to fulfill the identified purposes or as required by legal or business obligations. Once no longer needed, your information will be securely destroyed or anonymized.

6. Accuracy

We strive to keep your personal information as accurate, complete, and up-to-date as necessary for the purposes for which it is to be used. If your information changes, please notify us so we can update our records.

7. Safeguards

We protect your personal information using security safeguards appropriate to the sensitivity of the information. These include:

- **Physical Measures:** Locked filing cabinets and restricted access to offices.
- **Technological Measures:** Use of passwords, encryption, and secure networks.
- **Organizational Measures:** Restricting access to personal information to employees who need it to perform their duties.



In the event of a privacy breach that creates a real risk of significant harm, we will notify you and the Office of the Privacy Commissioner of Canada, as required by PIPEDA.

8. Openness

We make information about our privacy policies and practices readily available to our guests. If you have any questions about how we handle your personal information, please review this policy or contact our Privacy Officer.

9. Individual Access

Upon written request, you have the right to access the personal information we hold about you, subject to certain legal exceptions. You may also request that we correct any inaccuracies in your information. To make a request, please contact our Privacy Officer. We will respond within 30 days.

10. Challenging Compliance

You have the right to challenge our compliance with this Privacy Policy and PIPEDA. If you have a complaint or concern, please contact our Privacy Officer. We will investigate all complaints and take appropriate measures to resolve the issue. If you are not satisfied with our response, you may file a complaint with the Office of the Privacy Commissioner of Canada.

Pine Tree Community RV Park
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