

# Privacy Policy

## Your personal information

The City of Richmond (the "City") is committed to protecting your privacy. Any personal information you provide to the City on the website (the "site") is collected, used and disclosed in accordance with British Columbia's Freedom of Information and Protection of Privacy Act (the "Act").

The City does not gather any personal information such as your name, phone number, street or email address from you without your consent.

Any personal information the City ask you to provide is collected in accordance with the Act. The personal information is being collected for the purposes of administering City services and to inform you of our services and benefits and will be used only for these purposes.

This information is only obtained if you are registering a customer profile in a secure portion of the Site. The personal information the City may gather through the Site includes the following.

- First name
- Last name
- Email address
- Date of birth or confirmation for being in age of majority
- Phone numbers
- Mailing address
- Consent to opt-in for email communication options from the City
- Information regarding your Recreation Online Registration Service's Client ID and PIN in order to connect your profile with the recreation system.

Please be advised that the City will be sharing your personal information with third-party service providers who will be administering City online services (the "Third Party Service Providers"). By providing your personal information to Third Party Service Providers you are consenting to allow such Third Party Service Providers to use your personal information for the purposes of providing online services. Other than as stated above, the City will not be sharing any personal information collected on the Site with any third parties.

You are responsible for the regular maintenance of your personal information, to keep your personal information accurate and valid. There will be administrators who can access the data for operational housekeeping procedures and technical troubleshooting if problems arise when accessing the service.

Your personal information is stored in Canada at a datacentre(s) protected by our secured network infrastructure, operational procedures and policy. Such security measures include, but not limited to:

- Data transit between servers and clients is encrypted over the internet.
- The City uses a firewall to protect all internal data from the internet.
- Access to the datacentre(s) is granted to limited Information technology (I.T.) staff, and is audited and Third Party Service Providers.
- Access to the server is granted to limited City I.T. staff and is audited and Third Party Service Providers.

The collected personal information will be stored for as long as the registered customer profile stays active and not requested to be removed by you. After a profile is deleted, the data will be retained for up to a maximum of six years as a system backup file.

## Volunteering your personal information online

The only time the City collect your personal information on this website is when you volunteer to give it to the City. This includes when you:

- Register for a City customer profile for accessing online services
- Send the City an email

By volunteering your personal information when registering for a City customer profile or sending the City your personal information in an email, you acknowledge your personal information may be used to enable access to other City online services. Designated City staff monitor the electronic mailboxes to answer your queries. Other than as

stated herein, the City keep your information completely confidential. The City will not disclose, rent, share, or trade it with anyone else. The City will not use it to send you information that you did not specifically request.

## Email newsletters

The City comply with Canada's anti-spam law when you subscribe to our email newsletters.

When you register for a customer profile, you have the ability to provide consent to receive materials sent from the City regarding our services and events. You will also have the ability to opt-out at any time via our online MyProfile self-service portal.

## Reviewing registered recreation programs

The online service enables you to view your registered recreation programs associated with your current Recreation Profile on the City's mobile app and internet. MyProfile, a self-service portal will automatically set up a personalized Recreation Profile. Your personal information will be stored with your account.

## Viewing garbage collection schedules

The online service enables you to view the garbage collection schedules via the City's mobile app. The garbage collection schedule is determined by the mailing address that you entered when registering a customer profile with the City.

## Richmond BC Alert

Richmond BC Alert is a critical communications system that the City uses internally and externally (opt-in required) for the purpose of enhancing public safety. Types of alert can range from threat-to-life emergency alerts to non-emergency safety updates/notifications.

Should you choose to opt-in for emergency alerts/safety updates, you will be notified using the contact details you provided.

The personal contact details the City may collect include:

- First name, Last name, and Email
- Phone numbers
- TTY number
- Addresses of interest for the notifications

You hereby confirm that all personal information provided is your own personal information and not the personal information of another person. You may unsubscribe to the notifications at any time, but this will not remove your personal contact details from the system. If you wish to remove your personal contact details from the system, you will need to do so manually by logging on to the system, or you may request to remove your personal contact details from Richmond BC Alert at any time by contacting the City. When your personal contact details are deleted from Richmond BC Alert, it is retained for a maximum of 18 months for backup and audit purposes.

## What you can do

For your protection, the City strongly recommend that you do not provide your account information, user name, or password to anyone. If you become aware of any suspicious activity relating to your account, it is your responsibility to contact the City immediately.

## Policy Updates

The City reserve the right to modify this policy at any time, and the City will inform you promptly of the changes.

## Who to contact

You can contact the City about this policy at City of Richmond, 6911 No. 3 Road, Richmond, BC, V6Y 2C1 or please call the City Clerk's Office at 604-276- 4007, and ask to speak with a Freedom Of Information (FOI) Coordinator.

## Disclaimer

The website is not an official statement of City policy, law practice, services or procedure, and should not be construed as such. It is intended only to give general information about the City.

While an effort is made to post only accurate information, the City does not guarantee that the information posted is always current or correct. The City does not warrant or make any representations as to the quality, content, accuracy or completeness of the information, text, maps, graphics, links and other items contained on its web pages.

The City makes no warranties, express or implied as to the fitness of the information for any purpose, or to results obtained by individuals using the information and is not responsible for any action taken in reliance on the information contained herein.

At certain places on the website there are links to other Internet sites. Such external Internet sites contain information created, published, maintained, or otherwise posted by institutions or organizations independent of the City. The City does not endorse, approve, certify, or control external Internet sites and does not guarantee the accuracy, completeness efficiency, timeliness or correctness of the information located at the sites. Reference herein to any specific commercial product, process or service by trade name, trademark, service mark, and manufacturer or otherwise does not constitute or imply endorsement, recommendation or favouring by the City.

Communications made through this website's email and messaging system is for convenience only and shall not be deemed to constitute legal notice to the City or any of its officers, agents, agencies, employees or representatives with respect to any existing or potential claim or cause of actions or for any other purpose.

All comments, suggestions, ideas, notes, drawings, concepts, or other information disclosed or offered to the City by this website, or in response to solicitations from this site (collectively, the "**Comments**") shall remain the property of the City.

None of the Comments shall be subject to any obligation of confidence on the part of the City, and the City shall not be liable for any use or disclosure of the Comments.

Without limitation of the foregoing, the City shall exclusively own all now known or hereafter existing rights to the Comments of every kind and nature throughout the world and shall be entitled to unrestricted use of the Comments for any purpose whatsoever, commercial or otherwise, without compensation to the provider of the Comments.

City of Richmond