

# Privacy Policy

## Your personal information

The City of Richmond (the “City”) is committed to protecting your privacy. Any personal information you provide to us 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. 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.

Any personal information we 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. 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 have access to the data for operational housekeeping procedures and technical troubleshooting if there are problems accessing the service.

Your personal information is stored at the City’s on-premise datacentre protected by our secured network infrastructure, operational procedures and policy. Such security measures include, but not limited to:

- Data transit between servers and clients are encrypted over the internet
- The City uses a firewall to protect all internal data from the internet
- Access to the datacentre is granted to limited I.T. staff and is audited
- Access to the server is granted to limited I.T. staff and is audited

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 at least one year and up to a maximum of six years as a system backup file.

## Volunteering your personal information online

The only time we collect your personal information on this website is when you volunteer to give it to us.

This includes when you:

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

In these instances, we will have designated City staff monitoring the electronic mailboxes to answer your queries. We keep your information completely confidential. We will not disclose, rent, share, or trade it with anyone else. We will not use it to send you information that you did not specifically request.

## Email newsletters

We comply with Canada's anti-spam law when you to 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. To do this, you need to set up an account. Your account is protected by password so only you can access it. Your personal information will be stored with your account. The storage and handling of your personal information is in compliance with the industry security standards.

## 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. Only the street address is sent to a 3<sup>rd</sup> party service to inquire the area's garbage collection dates. The storage and handling of your personal information and identity remain in the City database that is in compliance with security standards.

## What you can do

For your protection, we 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 us immediately. As required by law, we will notify you of our privacy policy annually. We reserve the right to modify this policy at any time, but rest assured that if we do change it, we will tell you promptly.

## Who to contact

You can contact us 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 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