

# LONDON CURLING CLUB PRIVACY POLICY

## OUR COMMITMENT

London Curling Club ("LCC") respects and vows to comply with requirements to protect identifiable information about our members ("Personal Information"). The purpose of this Privacy Policy is to inform you about why we collect and how we use your personally identifiable information ("Personal Information"), and to provide you with contact information should you have any questions or concerns about our privacy practices.

LCC protects the Personal Information that you provide to us. LCC only collects and uses Personal Information that you supply in order to provide you with membership services and for internal communication purposes.

## WHAT PERSONAL INFORMATION DO WE COLLECT?

The reason for collecting Personal Information is to provide our members with service and communication relating to the sport of curling and the leagues that we operate. Personal Information that LCC collects includes information such as your name, address, telephone number and e-mail address. LCC will not retain credit card information.

## ABOUT CHILDREN

LCC may need to collect Personal Information about children that join our youth leagues and school programs. This information will be provided by a parent or legal guardian and collection of this information will require parental consent. Personal Information about children will never be published online or in the printed directory.

## HOW DO WE USE PERSONAL INFORMATION?

LCC may use your Personal Information for the following purposes:

- Responding to internal requests for information regarding LCC leagues, products, services and pricing
- Delivering and improving our member services
- In order to conduct membership surveys
- In order to contact our members
- LCC will add your name to our online membership directory. This directory is only available to registered LCC members after they have successfully logged in and authenticated to our web site. LCC will include your e-mail address and telephone numbers in the online directory only with your consent.
- LCC will add your name to our printed membership directory. This directory is printed and made available to all members. Although LCC strives to make the printed directory available only to members, visitors (non-members) to the London Curling Club could possibly gain access to a copy. We will include your e-mail address and telephone numbers in the printed directory only with your consent.
- To cooperate with law enforcement enquiries, we may be required to disclose information about our members to law enforcement or other government officials to respond to claims or legal process. Such disclosure may be required to protect you or us from illegal activity or liability, or to protect the property of LCC or the safety of its employees or members.

## DISCLOSURE OF YOUR PERSONAL INFORMATION

LCC will not sell, or trade your Personal Information to third parties.

As part of regular business practices, LCC may provide third party service providers with access to your Personal Information. These services providers may include: our web site developer, system hosting/database facilities, the publisher of the printed directory as well as national and provincial curling associations. LCC will only share your Personal Information to the extent required for the performance of such services.

## **YOUR CONSENT**

By choosing to provide LCC with your Personal Information you are consenting to its use in accordance with the principles outlined in this Privacy Policy. LCC staff, board members and league/event convenors require the ability to contact you by phone, mail or email in order to provide you with pertinent curling information and for renewal of your annual curling membership.

## **WITHDRAWING YOUR CONSENT**

You may withdraw your consent to publish your Personal Information in our directories annually at the time of registration or by calling the London Curling Club at 519-432-3882 or via email to [londoncurlingclub@gmail.com](mailto:londoncurlingclub@gmail.com)

## **AGGREGATE DATA**

We may aggregate Personal Information and remove any identifying elements in order to analyze patterns and improve our marketing and promotional efforts, to analyze website use, to improve our content and product/league offerings, and to customize our web site's content, layout and services.

We may gather certain usage information like the number and frequency of visitors to our web site. This collective data helps us to determine how much our members use parts of the site, and do internal research on demographics, interests, and behaviour to better understand and serve our members.

## **RETENTION OF YOUR PERSONAL INFORMATION**

LCC will only keep your Personal Information for as long as it is required for internal business purposes and in order to satisfy various registration, accounting and legal requirements. When we no longer require your Personal Information, we will take steps to ensure that is destroyed, or that your personally identifiable information is removed.

## **COMPLAINTS ABOUT PRIVACY**

If you have any concern about the handling of your Personal Information please contact the Manager of the London Curling Club at 519-432-3882 or send an email to [londoncurlingclub@gmail.com](mailto:londoncurlingclub@gmail.com)

# **LONDON CURLING CLUB REFUND POLICY**

London Curling Club ("LCC") will refund a portion of your paid membership fees, when requested to do so, due to:

- Relocation
- Illness or Injury
- Change in availability

The amount of the refund will be determined by the number of months remaining in the curling season. Refunds will not be made for payments made towards OCA fees, locker rentals or the club draw.