



LONDON CURLING CLUB PRIVACY POLICY



OUR COMMITMENT

London Curling Club (LCC) is committed to providing exceptional service to our members and customers. In order to provide these services we must collect and use personal information. Protecting the personal information of our members and customers is one of our highest priorities.

WHAT PERSONAL INFORMATION DO WE COLLECT?

LCC collects personal information at the time of registration or rental in order to provide our members and customers with services and communications relating to the sport of curling. Personal information that LCC collects may include the name, address, telephone number and e-mail address of our members and customers. Members may log in to the Member Portal in order to update their information.

ABOUT CHILDREN

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

HOW DO WE USE PERSONAL INFORMATION?

LCC will only use personal information where necessary to provide services and communications for the following reasons:

- Responding to internal requests regarding our leagues, products, events, services and pricing
- Delivering and improving member and customer services
- To organize and manage curling leagues and programs
- To conduct surveys of our members and customers
- To contact our members and customers about products, services and events that may be of interest
- Current adult members will be included in the LCC online directory which is only available to registered LCC members after they have successfully logged in and authenticated to our web site. The online directory lists the name of each member. The email address and telephone numbers are included with implied consent, but that consent may be withdrawn.
- Current adult members will be included in the LCC printed directory which is made available to all members. Although LCC strives to make the printed directory available only to members,

visitors (non-members) to the building could possibly gain access to a copy. The printed directory lists the name of each member. Email address and telephone numbers are included with implied consent, but that consent may be withdrawn.

- To cooperate with law enforcement inquiries, LCC may be required to disclose information about our members to law enforcement and other government officials in response to claims or legal process. Such disclosure may be required to protect the member or LCC from illegal activity or liability or to protect the property of LCC or the safety of its employees or members.

DISCLOSURE OF PERSONAL INFORMATION

LCC will not sell or trade personal information to third parties.

As part of regular business, LCC may provide third party service providers with access to personal information. These service providers include, but are not limited to, web developers, hosting/database systems providers, printers/publishers as well as national and provincial curling associations. Personal information will also be shared with league organizers and coaches as required in order to manage our leagues and programs. LCC will only share information that is required for performance of such services.

CONSENT

Members and customers of LCC provide implied consent to permit the use of personal information in accordance with the principles outlined in this policy. LCC staff, members and event organizers require the ability to contact individuals by phone, mail or email in order to provide pertinent curling information and for renewal of annual curling memberships and rentals.

WITHDRAWING CONSENT

Members may withdraw the implied consent to publish their personal information in our directories annually at the time of registration. Contact the LCC office (519-432-3882) for assistance.

RETENTION OF PERSONAL INFORMATION

LCC will retain personal information only as long as necessary for legal and business purposes.

QUESTIONS AND COMPLAINTS

Contact the LCC office (519-432-3882) if you have any questions or concerns regarding this policy.