

CAIS Policy O-301 Privacy

Purpose: To affirm CAIS' commitment to protecting the privacy of its website users

Policy Statement:

CAIS is committed to protecting its users' privacy and maintaining the integrity of any identifiable information that CAIS collects about its users ("**Personal Information**") through the www.CAIS.ca website and any related CAIS websites (collectively, the "**Site**"). CAIS believes that it is important that its users understand what Personal Information is collected and the following Privacy Policy explains CAIS' privacy practices, describes the steps that CAIS takes to keep Personal Information confidential, to inform its users about how and why CAIS collects Personal Information and to provide its users with CAIS contact information should a user have questions or concerns about CAIS' online Personal Information protection practices. CAIS understand that its users want control over how CAIS collects, uses and discloses Personal Information.

Links to Other Websites

The CAIS Site may contain links to the websites of Member schools, affiliate associations, corporate supporters and other third parties that are independently owned and operated by such third parties. These other websites have their own privacy policies and are not governed by this Privacy Policy. CAIS is not responsible for the privacy practices or the content of any website(s) owned and operated by any such third parties. Other websites may collect and treat information collected differently, so CAIS encourages its users to carefully read and review the privacy policy for each website visited via the Site or otherwise.

How CAIS protects Personal Information

CAIS keeps Personal Information that its users provide to it in strict confidence. Personal Information is not sold, and its users have control over how CAIS obtains, uses, and gives out Personal Information about them. Its users also have access to the Personal Information that CAIS has about them and CAIS respects its users' privacy when CAIS markets its services.

What type of Personal Information does CAIS collect?

CAIS collects various types of Personal Information. To access certain CAIS services a user may be asked to provide certain contact information (such as name, e-mail address, address, postal code, telephone number, etc.). Should a user wish to attend our professional development courses, the user will also be asked to provide CAIS with credit card or other payment information.

How does CAIS collect Personal Information?

CAIS will collect only Personal Information that its users have voluntarily provided to it. CAIS will not collect any Personal Information about its users without informing its users ahead of time (either through

this Privacy Policy or at the time CAIS is requesting Personal Information from its users), why and how Personal Information is being collected and how such Personal Information will be used or disclosed (if applicable).

The following are examples of how CAIS may collect Personal Information:

- a) OnLine Job Applications – Users of the Site may search online for available positions at CAIS and Member schools and submit job applications online with respect to such openings. Users who use such service will be asked to provide a cover letter, a resume and provide particulars as to their work experience, proficiencies and work preferences.
- b) Educational Events – Users of the Site may wish to sign up to certain educational events offered by CAIS, including its Leadership Institute and conferences. Before registering and participating in these events a user will be asked to provide CAIS with certain Personal Information, including a username, e-mail address, postal code, telephone number, payment information, etc.
- c) Clickstreaming – Clickstreaming is a technology that allows the Site operator to track the paths that surfers take as they access a website and look at the site’s pages, and as they use links to other sites. CAIS collects such information from visitors to the Site.
- d) Web site traffic information – CAIS monitors and analyses traffic information on the Site in order to determine which features and services are popular and useful to visitors, so that CAIS can improve its services. CAIS web servers also seek (as many websites do) to place a “cookie” (a small data file) on a user’s computer’s hard drive which allows the server to identify the computer when it visits again, in order to improve site navigation. This cookie is not used to obtain the user’s name or any Personal Information, and the information that is tracked is used for internal purposes only. However, if a user prefers not to accept cookies, the user can set its browser to reject them or to alert the user before one is placed.

Why does CAIS collect Personal Information?

CAIS collects Personal Information and uses it solely in order to:

1. provide ongoing services;
2. answer users’ questions, queries or complaints;
3. review and evaluate job applications filed online through the Site;
4. provide users with information (e.g. through direct mail and/or e-newsletters);
5. protect users and CAIS from error and fraud; and
6. where required, co-operate with law enforcement authorities, to comply with a court order or to prevent a breach of any applicable law.

CAIS will infer users’ consent to the collection of Personal Information for these purposes through users’ use of the Site and CAIS’ systems.

How CAIS may disclose Personal Information

CAIS does not sell to third parties any Personal Information that CAIS collects. CAIS will obtain users’

consent before CAIS obtains, uses or discloses to other persons, information about users except as otherwise described in this Privacy Policy unless CAIS is obliged to do so by law or to protect CAIS' interests. CAIS may share the Personal Information that users provide with other companies hired to provide services for CAIS. These companies – CAIS' third party vendors – are contractually bound to use Personal Information shared with them only to perform the services they have been hired to provide. CAIS does not share, sell, or lease Personal Information about users to any other third-parties except as otherwise described in this Privacy Policy.

By choosing to provide CAIS with Personal Information as described in this Privacy Policy, users are further consenting to its use in accordance with the principles outlined in this Privacy Policy and as may be further outlined at the time of collection.

Users may withdraw their consent after consent has been given

The protection of Personal Information is of critical importance to CAIS. If a user does not want CAIS to use Personal Information collected about the user for marketing or publicity purposes, the user should tell CAIS at the time the information is collected. A user can withdraw its consent any time after the consent is given, provided there are no legal requirements to prevent this, by sending an e-mail to privacy@CAIS.ca.

Please note, if a user does not consent to certain uses of information, or if a user withdraws its consent, CAIS may not be able to provide the user with a particular service. If so, CAIS will explain the situation to the user to help the user with its decision.

CAIS asks for consent before sharing Personal Information with third parties

CAIS may share Personal Information about a user within CAIS and with (i) named third parties, i.e. in connection with the National Tracking Project; or (ii) CAIS' third party vendors (including credit card processors); however, CAIS will not release Personal Information to anyone outside CAIS and such named third parties and third-party vendors without the user's consent.

There are some limited exceptions to the above rule. For example, CAIS may collect, use or disclose Personal Information without a user's consent if CAIS: i) must disclose information for legal reasons as CAIS may be compelled to release information by a court of law, or other legal or regulatory authority, and if so, CAIS' policy is to release Personal Information only to the extent that CAIS is required to do so; and ii) has to protect the interests of CAIS as in certain circumstances CAIS may have to collect, use or release Personal Information for its protection; for example, CAIS may do so to detect or prevent fraud.