

Privacy Policy

Brown Governance Inc. (BGI) and the Canadian Co-operative Association (CCA) are committed to protecting the privacy of your personal data collected at this website. BGI and CCA are further committed to keeping the personal information of its customers accurate, confidential, secure, and private.

Personal information is any information that can be used to distinguish, identify or contact a specific individual but does not include business contact information or publicly available information. Where home contact information is used as business contact information BGI and CCA consider the information provided as business contact information that is not subject to protection under the *Personal Information Protection and Electronic Document Act*.

Those individuals protected by this Privacy Policy include customers and prospective customers. This Privacy Policy applies only to information collected during the course of purchasing this governance practices survey or inquiries about the survey.

Additional purposes for collecting personal information may be identified to an individual before the time of collection. However, at a minimum BGI and CCA will collect personal information for the following purposes:

- to communicate for the purposes of receiving this governance practices survey and additional information in relation to it;
- to bill and collect for payment of products; and
- to meet legal and regulatory requirements.

The personal information collected will be protected with appropriate physical, organizational and electronic safeguards to prevent its unauthorized use and will be retained only for as long as needed to achieve the purposes stated above. BGI and CCA may make personal information available to others or to appropriate authorities without permission if the information is used to take action during an emergency that threatens the life, health or security of an individual, or if it has reasonable grounds for believing that, by doing so, it is helping in the investigation or prevention of a breach of the laws or security of Canada or a Province. Information no longer required will be destroyed or erased.

Upon application to the Privacy Officer, individuals may access their personal information held by BGI and CCA unless the information contains references to other individuals or cannot be disclosed for legal or security reasons. BGI and CCA commit to promptly correcting any inaccuracies.

The Privacy Officers of BGI and CCA are responsible for monitoring information collected, data security, staff training, privacy inquiries, personal information access and responding to complaints. Complaints should be made in writing to the Privacy Officer who will immediately acknowledge receipt and will respond to the complaint within 30 days. Unresolved complaints may be taken to the federal Privacy Commissioner.

Contact BGI's Chief Privacy Officer at 9 Antares Drive, Ottawa, Ontario K2E 7V5, or at info@browngovernance.com

Contact CCA's Privacy Officer at Suite 400, 275 Bank Street, Ottawa, Ontario K2P 2L6, at privacy@coopscanada.coop, or telephone 1.866.266.7677, extension 0.