

Soccer City (Etobicoke) Inc.

Client Privacy Policy

Soccer City (Etobicoke) Inc. recognizes that the privacy of your personal information is important. This privacy notice is designed to explain to you what personal information Soccer City (Etobicoke) Inc. collects about you and how that information is used. The notice also explains how your personal information is kept safe and secure from improper disclosure or use.

While Soccer City (Etobicoke) Inc. has always focused on ensuring that your personal information is appropriately protected, this notice is also designed to comply with the Personal Information Protection and Electronic Documents Act.

COLLECTION AND USE OF PERSONAL INFORMATION

Individual Services

Soccer City (Etobicoke) Inc. ensures that it limits its requests for information to what is required for us to fulfil our services. Such personal information could include;

- Home Address
- Home Telephone Numbers
- Personal Identification Numbers (e.g. SIN # s, credit card # s)
- Medical Information limited to Health Card # s for emergency only
- Previous sporting participatory information

Marketing

Soccer City (Etobicoke) Inc. does not sell or otherwise share your personal information with anyone else such as advertising agencies or marketing companies.

Soccer City (Etobicoke) Inc. does send out newsletters and other brochures via mail and email. If you do not wish to receive such information you may opt out by contacting us directly and we will discontinue sending you information other than in regard to your account.

DISCLOSURE OF PERSONAL INFORMATION

Soccer City (Etobicoke) Inc. shares your personal information internally with those staff members who may be responsible for sustaining your account.

We will not disclose your information to any third party without your written consent unless we are required by law to do so or if your account falls into serious arrears.

RETENTION OF PERSONAL INFORMATION

Generally, Soccer City (Etobicoke) Inc. keeps your only as long as it needs to in order to fulfil the purpose for which it was collected.

The personal information collected from a client during the course of a registration may be:

- Shared with the arenas personnel participating in the structure of activities
- Disclosed to senior management within the arena to the extent required to assess possible disciplinary action

ACCURACY OF PERSONAL INFORMATION

Soccer City (Etobicoke) Inc. relies on our clients to notify us of any changes in address or telephone number if they wish to continue to receive information from Soccer City (Etobicoke) Inc.

PROTECTION OF PERSONAL INFORMATION

Physical security (e.g. restricted access, locked rooms, filing cabinets) is maintained over personal information stored in hard copy form.

Authentication is used to prevent unauthorized access to personal information stored electronically.

ACCESS TO PERSONAL INFORMATION

Soccer City (Etobicoke) Inc. is committed to ensuring that we have no personal information about our clients that is not absolutely necessary in order to provide the service we engage in.

Soccer City (Etobicoke) Inc. will provide you with the information we have about you on your request.

In order to ensure compliance, Soccer City (Etobicoke) Inc. has appointed a Privacy Officer to oversee all aspects of its privacy policies and practices. If you wish to know what information Soccer City (Etobicoke) Inc. currently has about you, you should send a written request to:

Soccer City (Etobicoke) Inc. Privacy Officer
5429 Eglinton Ave. W.
Etobicoke, ON M9C 5K5

Our Privacy Officer will respond to your request within 30 days. If you become aware that the information we have about you is incorrect, you should notify the Privacy Officer who will ensure the information is updated.

FILING A COMPLAINT

If you are dissatisfied with Soccer City (Etobicoke) Inc. privacy policies or practices, you should make a written complaint to the Privacy Officer. The Privacy Officer will investigate the matter and take corrective action where necessary. The Privacy Officer will then report back to you and advise you of any steps taken to correct the problem.

If you are still unsatisfied with the response you get, you may be entitled to make a written complaint to the Privacy Commissioner of Canada at:

Privacy Commissioner of Canada
112 Kent Street
Ottawa, ON K1A 1H3