

ONLINE PROPERTIES - USER PRIVACY

PURPOSE: Haldimand-Norfolk R.E.A.C.H. is committed to respecting the privacy of users accessing its website and social media platforms. This is to inform service participants, community members and staff and the broader community of our policy and practices concerning the collection, use, and disclosure of Personal Information.

POLICY: This policy is intended to describe to users of our online platforms the following:

- The types of anonymous and identifying information collected from casual visitors and general users of the Haldimand-Norfolk R.E.A.C.H. website <https://www.hnreach.on.ca> and <https://reachoutyouth.ca> and platforms including Facebook, Instagram, YouTube and LinkedIn.
- Cookies, log files, and use of other mechanisms to automatically collect user device information.
- Purposes for which user information is collected and how it will be used.
- Sharing of user data with any third parties.
- Requirements and procedures for obtaining consent where required, including express consent for the installation of executable programs on a user's system.
- Handling, retention, and destruction of users' information.

Consent

By using our Site, users agree that they consent to the conditions set out in this Policy.

How we use personal information

When users provide us with information through our 'Contact Us' option, their information is received by the Executive Director and assigned administrative staff. We may disclose the contents of user message to any member of our agency who has been assigned to answer the inquiry.

Cookies, Log Files, Other Mechanisms to Collect Information

Haldimand-Norfolk R.E.A.C.H.'s websites are encrypted with secure certification so any information sent to or received from the site is encrypted.

Users have control over the cookies settings on the device they are using to access our Site. Cookies are intended to make it easier for users to access Sites repeatedly, and users can adjust their settings to avoid cookies, or can erase cookies history when they are done.

Haldimand-Norfolk R.E.A.C.H. does not use automatic log files or any other mechanisms to collect information from users of our websites. We do not share any user data with any third parties.

Haldimand-Norfolk R.E.A.C.H. does not collect personal device information when using the public wifi access within any Haldimand-Norfolk R.E.A.C.H. buildings or sites.

Other Disclosures

We will not share user information with other third parties, except in the following cases:

- If the law requires it.
- If it is required for any legal proceeding in which we are required to submit evidence.
- To prove or protect our legal rights.

If users follow hyperlinks from our Site to another Site, from our Quick Links and Resources for example, we are not responsible for and have no control over privacy policies and practices of these external sites.

Our social media platform includes Facebook, Instagram, YouTube and LinkedIn. These providers may collect user IP address, which page a user is visiting on our Platform, and may set a cookie to enable the feature to function properly. User interactions with these providers are governed by the Policy of the company providing it.

If users have any questions or concerns about Haldimand-Norfolk R.E.A.C.H.'s Online Properties – User Privacy, they may contact Haldimand-Norfolk R.E.A.C.H. Privacy Officer.

Reference: 2F-9 Social Media

Forms: Service Participant Consent to Use Photos or Videos for Social Media Platforms
Employee Consent to Use Photos or Videos for Social Media Platforms

Wendy Carron, Executive Director



Signature

Date: July 5, 2024