Countryside Camp & Conference Centre Privacy Policy

Approved as Revised: October 2026

Countryside Camp & Conference Centre is committed to protecting your privacy and maintaining the confidentiality of your personal information. Any personally identifiable information collected about you is considered "Personal Information" and is managed in accordance with this Privacy Policy.

1. Identified Purposes

Countryside Camp & Conference Centre collects, uses, and discloses Personal Information only for identified purposes that are reasonable and appropriate to its operations and ministry, or as otherwise permitted or required by law.

Employee, Summer Staff, and Volunteer Information

Personal information is collected to:

- Process government forms and payroll documentation as required by law.
- Communicate with staff members and volunteers before, during, and after their term at Countryside Camp & Conference Centre.
- Evaluate and interview prospective staff members and volunteers.
- Inform guests, parents, guardians, and supervisors about staff members and volunteers who will interact with participants during their stay.
- Send follow-up communications regarding camp operations and ministry updates.
- Support organizational marketing and promotional outreach.

Camper and Family Information

Personal information is collected to:

- Communicate with parents or guardians regarding a camper's stay and program details.
- Process registration, program fees, and financial transactions securely.
- Serve the camper's needs before, during, and after their stay, including managing relevant health and medical information.
- Send follow-up information regarding future camp sessions and ministry programs.
- Support organizational marketing and promotional campaigns.
- Document and promote camp activities through photographs, video, and other media, where appropriate consent has been obtained.

Friends, Supporters, and Donors

Personal information is collected to:

- Communicate the ministry, mission, and activities of Countryside Camp & Conference Centre.
- Provide opportunities for involvement, volunteering, and financial support.
- Share organizational promotional materials and updates.

2. Consent and Withdrawal

Your knowledge and consent are required for the collection, use, and disclosure of your Personal Information. We rely on the following actions as indications of your consent:

- **Express Consent:** Written, verbal, or electronic consent provided during an application or registration process.
- **Solicited Consent:** Explicit agreement requested by Countryside Camp & Conference Centre for a specific purpose.
- **Implied Consent:** In circumstances where permitted by applicable privacy legislation, providing Personal Information for an obvious and reasonable purpose may constitute consent to its collection, use, or disclosure for that purpose.

You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. Countryside Camp & Conference Centre will inform you of any implications of withdrawing consent (e.g., inability to complete registration or fulfill services).

To withdraw consent, submit a request by mail or email:

- **Email:** info@countrysidecamp.com (Subject: *Removal of Consent for Personal Information*)

3. Disclosure to Third Parties

Countryside Camp & Conference Centre does not sell or rent personal information to third parties. Information may be shared with designated third parties only under the following circumstances:

- **Trusted Contractors:** Authorized third-party service providers (such as IT support or administrative platforms) who assist in operating camp services and are bound by confidentiality standards.
- **Service Partners:** Technical platforms and payment processors (such as web registration software, payment gateways, and communication platforms) used to conduct operations and deliver program updates.
- **Legal Requirements:** When required by law, court order, or government regulation, or to protect the health and safety of campers, staff, and guests.

4. Safeguards and Data Security

Personal Information is protected by administrative, physical, and technological safeguards appropriate to the sensitivity of the data.

- **Physical & Electronic Access:** Restricted access via passwords, secure servers, and locked physical storage files.
- **Online Security:** Online registrations and financial transactions are processed using appropriate security measures and encryption technologies.
- **Retention:** Personal Information is retained only as long as necessary to fulfill the Identified Purposes or as required by law.

5. Accuracy and Individual Access

Countryside Camp & Conference Centre makes reasonable efforts to keep Personal Information accurate, complete, and up-to-date for its intended use.

You have the right to request access to your Personal Information or request corrections if your details change. Requests to view or update personal records should be directed to our main office.

6. Accountability and Compliance

Countryside Camp & Conference Centre is responsible for all Personal Information under its control. The Director of Operations serves as the designated Privacy Officer and is accountable to the Board of Directors for compliance with this Privacy Policy.

Contact Information

For questions regarding this policy or your Personal Information, contact:

- **Countryside Camp & Conference Centre**
- **Website:** www.countrysidecamp.com
- **Phone:** 519-623-4860
- **Email:** info@countrysidecamp.com

7. Challenging Compliance

If you are not satisfied with Countryside Camp & Conference Centre's response to a privacy-related inquiry or complaint, you may contact the Office of the Privacy Commissioner of Canada during business hours:

- **Toll-Free Phone:** 1-800-282-1376
- **Website:** www.priv.gc.ca