



Camp Tawingo – Privacy Statement

We collect personal information from our customers in the regular course of doing business. This document answers most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us. Occasionally updates are made to our privacy information.

What personal information do you collect about me?

We may collect the following information about you depending on the type of interaction with our company:

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences
- Customer satisfaction information
- Opinions about products and services
- Health/medical information

When you visit our web site, we also collect:

- Information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- What pages you visit on our site and what links you click on
- What other sites you've visited recently

Consent

Your access to our website and our registration forms are considered implied consent to collect, use and disclose the personal information provided to us as noted above and below.

You may withdraw consent at any time, subject to legal restrictions. Please notify Camp Tawingo in writing.

How do you use this information?

The main reasons we collect personal information from you are:

- Application forms
- Because it may be useful in the future
- Because our computer software asks for it
- Complaints
- Customer relationship management
- Customer service
- Marketing
- To administer a loyalty program
- To complete a sale/transaction

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, when you apply for credit, we pass on your personal information to a credit reporting agency so we can complete a credit check. We also pass on your name and address to a courier company to complete a delivery.

Use of Personal Information for Secondary Reasons

We also may use your personal information for other, secondary reasons including:

To complete a sale/transaction

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences
- Health/medical information

Marketing

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences
- Customer satisfaction info

- Opinions about products and services

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

To administer a loyalty program

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer relationship management

- Date of Birth/Age
- Gender
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

Application forms

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender
- Payment card number

- Payment card expiry date
- Purchase history
- Product/service preferences
- Social insurance number
- Health/medical information
- Driver's license number

Complaints

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Because our computer software asks for it

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Because it may be useful in the future

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender

Sharing of Personal Information with Third Parties

We do not share your personal information with any third parties.

Security

Please know that the information you share with us is protected in the following ways:

Physical Measures

- Locked file cabinets
- Locked file areas

Technological Tools

- All laptops/tablets/devices are password protected
- Access to database records is password protected

Organizational Controls

- Access to information collected in our database and physical files is limited to those staff who need access & their role in our organization

Contact Us

If you have any questions about our Privacy Information, or to report a privacy concern, you may contact us via e-mail (contact@tawingo.net) or phone (705-789-5612).

For postal mail, please write to us at:

Camp Tawingo

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