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Issued by: Leadership Team	Approved by: Executive Director  Aug 23, 2024
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Policy

Grand River CHC is committed to respecting and protecting the privacy of those people that access the organizational website and social media platforms. This policy informs clients and staff about our practices regarding the collection, use, and disclosure of personal information when one accesses the GRCHC online platforms.

In this policy you will find information regarding:

- The types of anonymous and identifying information collected from casual visitors and general users of the GRCHC website <https://grandriverchc.ca/en/index.aspx>
- 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.

Consent

By accessing and using our Website or social media platforms, users agree that they consent to the conditions set out in this Policy.

Cookies, Log Files, Other Mechanisms to Collect Information

The GRCHC website is 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 being used 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.

Disclosure about Website Data Use

To evaluate the website, and for site security and law enforcement purposes, GRCHC may gather certain information about use of the website. This may include the web pages that are visited and the resources that are viewed or downloaded. In addition, when a user accesses the website GRCHC may collect various anonymous, non-personal information from users' computer(s), including, without limitation, IP addresses, browser types, domain names, access times and referring web site addresses. GRCHC uses **Google Analytics** to track basic page views

and visit data. The information gathered when our website site are accessed is purged every one year.

Other Disclosures

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

- If required by law.
- If required for legal proceedings in which the organization is 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 Client Resources for example, we are not responsible for and have no control over privacy policies and practices of these external sites.

Our Social media platforms include Facebook, Instagram, Twitter, 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 GRCHC's Online Properties Privacy Policy, they may contact the GRCHC Chief Privacy Officer.

Information about our privacy officer can be found here:

<https://grandriverchc.ca/en/who-we-are/privacy-statement.aspx>