

Sou'West Nova Transit Association ("SWNT") considers the privacy of individuals accessing transportation services ("clients") as well as board members, staff, volunteers and donors ("contributors") to be of utmost importance. Any client or contributor with questions about this Privacy Policy or concerns about the retention or usage of their personal information is invited to contact the Manager at (844) 637-2572 or info@souwestnovatransit.ca.

Collection of Personal Information

SWNT collects and records client names, addresses (home and destination), telephone numbers, email addresses (if applicable), emergency contact information, health and accessibility challenges or requirements, travel details, and additional information useful in tailoring services to meet the specific needs of clients and determine eligibility for financial assistance.

Personal information may also be collected for the following objectives:

- To maintain accurate contributor databases.
- To provide client referrals to partner organizations when requested/required.
- To organize fundraising, awareness and advocacy activities/campaigns.
- To send tax receipts for donations when required.
- To conduct internal surveys and focus groups.
- To collect, report and utilize statistical information (not linked to personally identifiable information, in keeping with our Confidentiality Agreement).

Accuracy of Personal Information

SWNT makes every effort to accurately record all personal information. Errors or changes in personal information of clients and contributors can be reported to the Manager or dispatcher in order to be updated.

Consent, Disclosure, and Retention of Personal Information

By providing personal information to Sou'West Nova Transit, clients and other contributors agree to the indefinite retention and usage of their information for the purposes outlined above. Clients and contributors may request at any time that their information (in full or in part) be removed from SWNT's database, or opt out of specific usages. SWNT does not sell or trade personal information of our clients or contributors. On occasion SWNT may have reason to share limited information with third party service providers in order to enhance a client's experience with our service or connect the client with additional helps and resources. This is done on a need-to-know basis, and always in good faith to benefit the client. Any client wishing for their information to be withheld from third party service providers can contact the SWNT Manager or dispatcher to request this.

Protection of Personal Information

Personal information is stored in password protected Cloud-based electronic files and/or in hard copy files. Electronic backups and hard copy files are kept in locked cabinets. Access to personal information is restricted to those persons whose job responsibilities require them to have access.

Access to Personal Information

Clients and contributors are entitled to request and receive access to copies of their own personal information which is in the possession of Sou'West Nova Transit, and to inquire about the usage of their personal information.

This policy is made under the Personal Information Protection and Electronic Documents Act.

Further information on privacy and your rights in regard to your personal information may be obtained from the Privacy Commissioner at:

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

*Tel: (613) 995-8210 Toll-Free: 1-800-282-1376
Fax: (613) 947-6859 TTY: (613) 992-9190
Email: info@privcom.qc.ca Web: www.privcom.qc.ca*