

Website Privacy Policy

1. Our Privacy Commitment

At the Ontario Home Respiratory Services Association (“OHRSA”), we are committed to protecting the privacy of the personal information of our clients, members and other individuals. As part of this commitment, we have developed this Privacy Policy, which outlines how we collect, use, disclose and otherwise manage the personal information you entrust to us through our website located at www.ohrsa.ca (the “Website”) or by any other means.

2. What personal information does OHRSA collect?

During the course of our daily activities, we frequently collect and use both personal and non-personal information. Personal information is any information that identifies you, or by which your identity could be deduced, including, without limitation, your name, e-mail address, home address, telephone number, age, marital status, gender, income, date of birth, user IDs and passwords and any other information that identifies who you are or would allow someone to contact you. In general, personal information does not include publicly available information, such as your business address or telephone number.

3. How is your personal information used?

At OHRSA, we collect and use your personal information for one reason: to serve you better. Knowing you better helps us to provide you with the quality products and services, as well as the information and programs you need. Generally, we may ask you to provide your personal information for a number of different purposes, including, without limitation:

- (a) to provide client-focused home care services;
- (b) to register members and collect membership dues;
- (c) to verify the identity of OHRSA members;
- (d) to fulfill your request for products, services or information;
- (e) to provide quality customer service and determine your needs;
- (f) to recommend new products and services or inform you about up-coming events, programs, and other opportunities that may be of interest to you;
- (g) to update your contact information in the OHRSA database;
- (h) to have you sign up for certain special features and functions of the Website and/or fill out a survey or questionnaire;
- (i) to measure and enhance the effectiveness of our Website or our marketing endeavors;
- (j) to tailor our online offerings to your preferences;
- (k) to allow you to subscribe to our newsletter or mailing list;
- (l) to protect you against fraud or error; or
- (m) to verify your identity for the purpose of obtaining access to our products and services.

4. Consent

The cornerstone to protecting your privacy is consent. We will only collect, use, and disclose your personal information with your consent except where otherwise permitted or required by law. Depending on the type of personal information collected from you, and the purpose for which the information is collected, your consent may be expressed or implied or given through an authorized representative.

By providing OHRSA with your personal information, you agree and consent that we may collect, use and disclose your personal information in accordance with this Privacy Policy. If you provide us with the personal information of another individual, you represent that you have all

necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in this Privacy Policy.

5. Withdrawing Consent.

You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. Please note, however, that withdrawing your consent may affect our ability to provide you with the services, products or information that may be of value to you. To withdraw your consent, simply contact us at the e-mail address or address listed below.

6. We will not disclose your personal information to third parties without your consent.

Your personal information will not be given to any third party for its use in marketing or solicitation without your consent. When we collect your personal information, you can be confident that we handle and store it in a secure manner to protect your information from unauthorized access or disclosure. We only collect your personal information for the purposes described in this Privacy Policy or for additional purposes that are disclosed at the time the personal information is collected. Under no circumstances do we sell your personal information to third parties.

7. Non-Personal Information Collected by Technology

The configuration of the Internet requires specific information to be automatically exchanged between the Web user and our Website. The information collected does not identify you personally and includes your Internet protocol address, which we use to help diagnose problems with our server, administer our Website and compile general statistical information. We may also use cookies in order to track information, such as your number of visits to our Website, the type of Internet browser and operating system you use, the domain name of the Website from which you came, the average time spent on our Website and pages viewed, and merchandise added to your shopping cart. A "cookie" is a very small amount of text that a Website can store on your computer's hard drive through your browser (such as Internet Explorer or Netscape Navigator). You may choose to decline cookies if your browser so permits, but doing so may prevent you from taking full advantage of all of the features available on this Website.

8. Security of Your Personal Information

While OHRSA assumes no liability if your personal information is stolen, intercepted, altered, misused or otherwise interfered with by a third party, we have implemented reasonable physical, technological and administrative security safeguards to prevent such occurrences.

9. Access to Personal Information

Upon request, you may access and verify your personal information. However, at the time of your request, we will need specific information from you to verify your identity before we can provide you with the personal information we hold. We keep your personal information only as long as we need it to provide you with certain products, services and information, and for a reasonable time thereafter or to meet any additional legal requirements. To contact us, refer to the How to Contact Us section below.

10. Third Party Links

OHRSA may provide links to third party websites as a convenience to the user. The inclusion of any link does not imply OHRSA's endorsement of any other company, its websites, or its products and/or services. These linked websites have separate and independent privacy policies, which we recommend you read carefully. We have no control over such websites and therefore assume no responsibility or liability for the manner in which the organizations that

operate such linked websites may collect, use or disclose and otherwise treat your personal information.

11. Will this Privacy Policy change?

This Privacy Policy may be updated and revised from time to time. All changes to our Privacy Policy will be posted on this Website. Whenever we update this Privacy Policy, we will change the date to reflect the last date of revision.

12. How to contact us

OHRSA is responsible for all personal information under its control. If you have any questions, concerns or complaints about our Privacy Policy or the privacy of your personal information, please address them to:

Email: [Click here](#)

Call us at: 416-961-8001

Write us at: Ontario Home Respiratory
Services Association
101 Yorkville Avenue
Suite 203
Toronto, Ontario
M5R 1C1

Attention: Heather Nicolson-Morrison, Privacy Officer