



Family Service Regina – Website Privacy Policy

By using this site you agree to the terms and conditions outlined below.

I. Information we collect:

Family Service Regina (we) may collect the following information **voluntarily** provided by the user including:

- Profile information
 - First name
 - Last name
 - Job title
 - Industry
 - Company Name
- Communication between the user and **Family Service Regina** including:
 - Emails
 - Direct messages

II. How we collect information:

We only collect personal information that is shared **voluntarily** by the user through the following means:

- a) Registering for our newsletter(s)
- b) Filling out sign-up forms on social platforms and/or **Family Service Regina** website(s), including:
 - i) Canada Helps lead generation forms for donations and events
 - ii) Facebook lead generation forms
 - iii) Instagram lead generation forms
 - iv) Caredove lead generation forms
 - v) **Family Service Regina** website contact us form(s)
- c) Product and Service landing page form(s)
- d) Registering for an event, workshop or event
- e) Submitting comments through our contact form(s) or through email
- f) By direct contact:
 - i) Providing business contact information
 - ii) Verbally requesting to be added to our database

III. How we use personal information:

By providing your personal information through the above means, you agree to receive communications from us.

We may use your personal information to:

- Provide information related to our services
- Provide general information
- Respond to inquiries or concerns
- Notify you about company updates, news, and events
- Provide technical support



Methods of communication include:

- Newsletters
- Direct Mail
- Phone calls
- Emails
- In person meetings

User privacy is important to us, and we adhere to strict privacy protocols to ensure information is stored securely and safely. Any personal information collected by **Family Service Regina** is kept strictly confidential and is not shared with any third parties.

Users may request their personal information be removed from our database at any time by unsubscribing from our newsletters or by **contacting our office**. Users have a right to their personal information and may request updates or removal at any time.

COOKIES STATEMENT

Family Service Regina cares how information about our users is collected and shared. This notice describes our cookies policy. By visiting Family Service Regina's website and digital services, you are accepting the practices described below.

What are cookies?

Cookies are small files stored on your device when you visit a website. Cookies do not give us access to your hard drive and do not allow us to make changes to your device. They collect user information anonymously, allowing us to collect statistical information that provides you with a better user experience.

We do not store personal information in cookies, and we do not collect personal information from you without your knowledge.

What kinds of cookies do we use?

Family Service Regina uses Google Analytics to measure how you use the website so we can improve it for future visits. We do not allow Google and/or any third parties to use or share the data about how you use this site.

Google Analytics sets cookies that store anonymous information about:

- how you got to the site (from a search engine, third party link, etc.)
- the pages you visit on ontario.ca and other Government of Ontario websites and digital services
- how long you spend on each page
- what you click on while you are visiting the site
- what device and browser you use to access the pages

You can opt-out of having your site activity available to Google Analytics by installing the Google Analytics opt-out browser add-on.



Additional information about Google's privacy policy can be found by following this link:

<https://policies.google.com/privacy>.

More information regarding Google Analytics and Google Tag Manager policies can be found here: <https://www.google.com/analytics/terms/us.html>.

Dispute Resolution

If you encounter any issues or questions regarding this privacy policy, please contact us directly and we will attempt to resolve the issue.

Future changes to the Privacy Policy

We reserve the right to make changes to the outlined privacy policy at any time. We recommend users familiarize themselves with the policy on a regular basis. Any changes to the privacy policy which affect the outlined policy protocols detailed above will be communicated directly with users in advance, and users will have the option to opt out of the new protocols by formally requesting removal of personal data from our database.