

Armed Forces Pensioners'/Annuitants' Association of Canada Privacy Policy – Web Site

Welcome to our web site. Protecting your privacy, security and the confidentiality of your personal information is fundamental to the way we conduct our affairs. That commitment includes the privacy and security of personal information of all visitors to this site fully permitted by law. Personal information is defined as information about a person that can identify them, i.e. their name, address and phone number. This policy applies only to personal information, not business contact information that may be provided as part of ongoing activities.

Browsing the Site

As you surf through our web site, some basic information may be passively collected that is sent to us automatically by your web browser. The following information does not identify you personally and may be collected if you browse, read, or download information from the site.

1. The Internet Domain Name of the ISP used to access our site.
2. The type of browser and operating system you used to access our site.
3. The date and time you visited us.
4. The specific pages visited or services you accessed at the site.
5. Words you typed into any Search Engine used to find us.
6. If you linked us from another web site, their address.

The information collected is used by us solely to improve the content of our web services, and to identify the information important to our visitors. The information collected is analyzed to help us understand what services are being used on the web site so we can continue to add and build information to the site that is of the most interest to you.

Information Voluntarily Provided

Email: If you email us with a question or comment, this is considered a voluntarily release of that information and the contents of your email are collected along with your return email address. This is done simply to enable us to address your concerns or questions and to respond directly to you. This information is not distributed to any third parties for direct marketing or email marketing purposes. The contents of the email may be used for analysis by us to assist in improving our services and addressing any concerns.

Online Forms: Personal information collected via any online forms may include your name, address and phone number. You must agree online that you are aware you sending personal information online before any form can be completed and sent to us. You may choose not to fill out the form online, and can instead opt to print the form, fill it out by hand and mail it in or fax it to us, or not fill out the form at all. Either way, once a form is filled in and sent to us, electronically, by direct mail, or fax it is considered information that has been voluntarily provided with your implied permission for its collection. The same will apply to any surveys that may be included on the site. If you fill out a form, or

participate in a survey, the information collected will be used solely for the purpose outlined in the form. Storage and retention of this form and information is subject our Privacy Policy, which can be obtained by contacted us directly.

Your choice not to participate in these activities will not hamper your ability to navigate or access information on our web site. It is not the intent of this site to collect information from a child. However, if a child voluntarily provides information via an email, online form or survey, it will be treated the same as information given by an adult and may be subject to public access.

Staff Email: Staff email made available through our Internet Service Provider is protected as a secure area with passwords. Email, content and passwords are protected by servers run on Windows protected by a Cisco Firewall.

Review and Correction of Collected Information

At any time, you can contact us and request to review any personally identifiable information collected about you, with proper identification. You may recommend changes to the information if you believe it is inaccurate. There may be exceptions to this access, and we reserve the right to deny an individual's access to their personal information file with explanation, unless prohibited by Law.

Disclaimer

We may provide Internet links to other web sites or email addresses of other organizations. When you link to these sites, or email individuals outside of our site and organization, you are no longer on our web site and this Privacy Policy will not apply. You are then subject to the Privacy Policy of that new site.

Questions and Contact Information

You may contact us to request or review your personal information, or to request a copy of the full Privacy Policy.

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