

Type	POLICY		Policy No	POL-1705
Title	Website Privacy Policy			
Author	Peter DeJong	Reviewed By:		
Date	May 7, 2017		Version	1
Issued for	Regular Council Meeting – May 16, 2017			

## PURPOSE

This policy applies to the Village of Lions Bay (the “Municipality”) website and anyone who uses it. The Municipality is committed to respecting and protecting the privacy of our website visitors. This Website Privacy Policy explains how the Municipality collects, uses and discloses personal information on the municipal website.

## POLICY

### A. Jurisdiction

The terms and conditions under which this website may be used (including as it relates to this Privacy Policy) are governed by and interpreted solely in accordance with the laws of the Province of British Columbia and no other jurisdiction. Users are responsible for informing themselves of the laws of the jurisdiction and complying with those laws.

Any personal information we ask users to provide is collected, used and disclosed in accordance with the BC *Freedom of Information and Protection of Privacy Act* (FOIPPA).

### B. Personal Information

Personal information is information about an identifiable individual, not including business contact information (i.e. information that would allow an individual to be contacted at their place of business, or work product information). For example, personal information includes such things as a person’s name, date of birth, email address, and phone number.

#### 1. Purposes for collection, use and disclosure of personal information

##### a. Information collected directly from you:

- (i) Personal information collected, used, disclosed and retained by the Municipality’s website is done so under the authority of the FOIPPA. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected or for a use consistent with that purpose unless a person expressly

consents otherwise. We do not disclose your personal information to other public bodies or individuals except as authorized by the FOIPPA.

- (ii) The Municipality does not collect personal information about users of the website unless it is voluntarily provided. Some of the purposes for which the Municipality may collect, use and disclose personal information on this website include:
  - To facilitate communication;
  - To enable access to certain special features or areas of the website;
  - To process requests for information;
  - To make certain services available through the website;
  - To administer participation in contests;
  - To administer the survey / polling function;
  - To announce special events; and
  - To advise of changes to our website.
- (iii) If a person chooses not to provide the information required for online services they may still be able to access municipal services by traditional methods such as personal contact (in person or by telephone), fax or mail. A decision not to participate in electronic service delivery activities will not impair the ability to browse the website, and to read or download information provided on the website.
- (iv) If a person directs an inquiry to a department of the Municipality, we will ask the person to provide their name, mailing address, email address and / or telephone number for the purpose of responding to their inquiry. Only those who need to know will have access to the personal information provided.
- (v) When a person provides the Municipality with personal information, such as to sign up to receive notifications or emails about our activities or to participate in a contest, the person is consenting to the collection, use and disclosure of personal information for these purposes in accordance with the principles that are outlined in this Privacy Policy.
- (vi) If a person has given us their consent, they may at any time withdraw their consent upon giving us reasonable notice.

**b. Information collected automatically:**

- (i) If a person visits the Municipality's website to browse, read pages, or download information, we will gather and store certain information about the visit. The following information is automatically collected and stored:

- The Internet Protocol (IP) Address and domain name used. An IP address is a numeric identifier automatically assigned either to a user's computer or to the Internet Service Provider (ISP). This address can be translated to determine the domain name of a service provider;
  - The type of browser and operating system;
  - The date and time of the visit; and
  - The web pages or services accessed.
- (ii) We use this information to assess system performance, analyze trends, administer the site, and improve web service delivery. IP addresses are not linked to personally identifiable information.
- (iii) Some of the services available from the VOLB's website may require the use of cookies. Cookies are pieces of information that a website transfers to an individual's hard drive for record-keeping purposes, such as to identify previous visits to the site. Personal information about visits to our website is used on an aggregate basis, for statistical purposes to assist us in enhancing the online experience of website users, or to evaluate the materials that we may carry on the website.
- (iv) Cookies may be used to monitor polling results and discourage voting twice in one poll. This will give us the ability to properly count activity reports and polling results.
- (v) If a person chooses to disable cookies associated with the website, this may affect their use of the website and their ability to access certain features on the website.
- (vi) We do not use information collected / transferred through cookies for any promotional or marketing purposes.

## **2. Protection of Personal Information**

The Municipality is obligated to protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, disposal or destruction. Security measures have been integrated into the design, implementation and day-to-day operating practices of the organization as part of our commitment to the protection of personal information.

## **3. Retention of Information**

The length of retention will vary in relation to the nature of the service. If the Municipality uses personal information to make a decision that directly affects a person, it must retain that information for at least one year so that they have a reasonable opportunity to obtain access to it. Information collected or created by the Municipality is maintained in

accordance with Local Government Management Association Records Retention Schedule and legislative requirements.

**C. Changes to this Privacy Policy**

The Municipality may, at its sole discretion and without any prior notice, revise this Privacy Policy to reflect changes to our website. Continued use of this website, subsequent to any changes to the Privacy Policy, will signify that the user consents to the Municipality's collection, use and disclosure of personal information in accordance with the revised Privacy Policy.

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Corporate Officer

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Mayor or Delegate

Adopted by Council:	May 16, 2017
Updated:	