

CAGP Privacy Statement

CAGP is committed to respecting your privacy and protecting your personal information. In general, personal information includes, but is not limited to, your name, age, residential address and phone number, email address, and identification number. **Personal information does not include job titles, business addresses and business phone/fax numbers.** The handling of all personal information by CAGP is guided by the ten principles of the Canadian Standards Association Model Code for the Protection of Personal Information ("Model Code"). We are committed to protecting your privacy whether you are browsing our website for information, or interacting with us directly. You have the right to know what personal information we collect, as well as how and why it is used. It is also your right to choose whether or not you wish to provide us with this personal information. Please read this Privacy Statement carefully so that you may understand how your personal information is managed. As our organization continues to expand, changes to our privacy policy may be required. CAGP will notify you of any significant changes and will obtain your consent before using your personal information for purposes other than the reasons it was originally collected.

What information does CAGP collect?

When you apply for membership with CAGP, you are asked for personal information such as your name and contact information. When required, you may be asked for specific personal information, such as documented proof of a name change. Accurate and up-to-date personal information collected for specific purposes helps us to improve our services and to better serve our members. The personal information we collect will only be used for the purposes originally stated, unless additional consent is obtained.

How does CAGP use the information that is collected?

Internal Use - CAGP recognizes the importance of being able to reach our members in a timely fashion, using a variety of communication vehicles. We often communicate with our membership regarding CAGP's activities, as well during the annual dues process. As a result, we require current contact information and email addresses. Any personal information provided to us will remain confidential in accordance with the Model Code. However, you can specify that such communication be sent to your business address if you do not wish to provide us with residential contact information. Your date of birth is collected to verify your identity and to verify eligibility for the senior category of membership. We may also use personal information for other

purposes, for example to review demographic information and for statistical analyses to develop services that are likely to be of interest to our members.

Disclosure to Third Parties - CAGP may release limited data to third parties, to university departments, or to members involved in research activities. Data released for this purpose includes names, business addresses and specialties, but does not include business phone/fax numbers, or email addresses. Our agreements with these organizations restrict use to approved purposes. CAGP does not sell or rent member information to telemarketers, mailing list brokers, or pharmaceutical or medical device companies. Like other organizations, CAGP does hire external companies to provide certain administrative services that require access to member information. These services include document management services, credit card payment processing, and mailing and distribution services. In addition, CAGP shares statistics and non-personal information with the media, other medical organizations, government agencies and other third parties. This data does not allow anyone to identify member names or link to other personal information. Finally, CAGP may release personal information when we are required to do so by law, or in situations where we need to protect CAGP's rights or property. We reserve the right to contact the appropriate authorities at our discretion when activities appear to be illegal or inconsistent with our policies.

How does CAGP obtain your consent to collect personal information?

CAGP respects your right to privacy. For this reason, we obtain your consent whenever your personal information is collected. Depending on the nature of the information, your consent may be collected on a form, within a letter, or verbally. In some instances, we rely on implied consent. You have the right to withhold consent if you do not wish CAGP to collect your personal information.

How does CAGP protect your personal information?

CAGP is committed to ensuring the protection of your personal information. Security measures are in place to protect our building, the computer systems, and your files from unauthorized access and use. The safeguards used vary, and depend on the sensitivity of the information being protected; that is, a higher level of protection is used to safeguard more sensitive information. Physical measures include building alarm systems, perimeter fences and supervised or restricted access to the building. Organizational measures include security clearances and restricting

access to data. Technological measures include passwords for all users in order to gain access to computers, separate passwords for access to the database, firewalls, and software programs that detect intrusion attempts and viruses.

How can you update/correct your personal information at CAGP?

CAGP makes every reasonable effort to keep your information accurate and up-to-date. Having accurate information allows us to provide the best possible service to our members. You can help by keeping us informed of any updates such as address changes or legal name changes. If you find errors in our information, let us know and we will make the appropriate corrections. Updating your information is easy. Each year in June CAGP will offer an opportunity to update your information in your annual dues statement. Any errors or omissions to your information can be marked directly on the form and returned to:

20 Crown Steel Drive, Unit 6
Markham, ON L3R 9X9
Ph: 905-415-3917
TF: 1-855-415-3917
Fax: 905-415-0071

CAGP@secretariatcentral.com

Do you have any questions/concerns about your privacy?

You have the right to challenge our personal information practices. If an error or omission in your personal information has occurred, CAGP will amend the information as required. If you have any questions, concerns, or problems regarding privacy, confidentiality or the handling of a request for information, please contact the Secretariat at the address listed above.