



PRIVACY POLICY

MusicFest Canada is committed to protecting your privacy. We recognize the importance of privacy and are committed to maintaining the accuracy, confidentiality and security of your personal information. We are also careful to ensure that information is used responsibly, and only for the purposes for which it is provided.

This Privacy Policy describes the types of personal information that MusicFest Canada collects and how personal information is managed in pursuit of our mandate to produce an annual educational music festival for student ensembles (the “Festival”). We have created this Privacy Policy in order to demonstrate our firm commitment to protecting the privacy of all of our participating students, music directors, assistants, artists, division chairs, adjudicators, clinicians, production and administrative staff, members, donors, volunteers, service providers and other participants (“Festival Participants”).

This Privacy Policy is intended to comply with the federal government’s privacy legislation. We want you to understand how and under what circumstances your personal information is collected, used and disclosed, as well as what MusicFest Canada is doing to ensure that your information is used and protected according to good business practices.

What Is Personal Information?

Personal information is information that identifies you as an individual, such as name, address, telephone number, age, health card number, health care information and image, . Information that is publicly available, such as a telephone book listing, is not considered to be personal information. Generally speaking, personal information does not include business contact information.

What Personal Information Do We Collect?

The information that MusicFest Canada collects is information required to produce the Festival, and to establish and maintain a service, volunteer, contractor, agent, member or donor relationship with you. This information includes:

- Contact and identification information (name, address, phone number, e-mail);
- Donation information (date of gift, amount of gift, the name of spouse or partner if it was a joint gift);

- Information necessary to administer your contract of service with us, including, where necessary, your Social Insurance Number;
- Audio recordings, audiovisual recordings and digital photographs made as part of an individual's participation in the Festival, to be used solely for non-profit educational purposes and/or to promote MusicFest;
- Other personal information incidental to your participation in the Festival or used for purposes that a reasonable person would consider appropriate in the circumstances.

We collect information about MusicFest Canada's volunteers and applicant volunteers in accordance with our volunteer screening process and policy in effect from time to time.

Wherever possible, such information will be collected directly from you, the individual. We may also collect personal information from other sources, as appropriate, including employers, references, government or corporate files and records. We can only use your personal information for the purposes for which it was obtained or for a use consistent with that purpose, or for a purpose listed in Section 8(2) of the Privacy Act.

MusicFest Canada does not collect personal information about you without your knowledge and consent. We are committed to ensuring that information is collected by fair and lawful means.

Why Do We Collect Your Personal Information?

In general, MusicFest Canada collects, uses and discloses personal information about Festival Participants in order to produce the Festival, to provide information about and services at the Festival, and to keep you informed about our programs and activities. More specifically, we collect, use and disclose your personal information for the following purposes:

- To establish and manage Festival relationships and the Festival experience. This may include the sharing of personal information by and between MusicFest Canada personnel, partners and service contractors;
- To coordinate travel and accommodation, registration, payment, receipting and administration of services to Festival Participants with our designated travel agency;
- To establish and manage commercial and contractual relationships associated with the Festival.
- To understand and respond to Festival Participant and other third party needs and preferences, including contacting and communicating with such parties;
- To deliver the educational programming of the Festival;

- To develop and promote the Festival including promotion through our website, social media and through our printed official program and to promote the products and services of third parties and sponsors with whom MusicFest Canada has a relationship;
- To fundraise, promote and process donations and sponsorships;
- To distribute our newsletters and other information to individuals on our mail and email lists;
- To comply with or as permitted by any legal or regulatory requirements; and
- For any other purpose to which you consent.

Who Sees Your Personal Information?

Access to personal information within MusicFest Canada will be restricted to those personnel who need the information in order to carry out their duties. Those personnel will be obliged to maintain the information in the strictest of confidence and not to provide access to the information to anyone who is not authorized. The level of access to personal information will be granted on a need-to-know basis.

When Do We Share Your Personal Information?

There are some circumstances where we may share some personal information about Festival Participants with a third party. For example, your personal information may be disclosed to a company or individual engaged by MusicFest Canada to perform functions on our behalf such as services necessary to producing the Festival, and data processing or document retention. This includes our designated travel agency. Any such disclosure of your personal information is made on a strictly confidential basis, and the information is to be used only for the purpose for which it was shared. All individuals, partners and service providers we engage under contract or other means to conduct business or provide service on our behalf will be required to respect the provisions of the Privacy Act as well as this Policy and related internal procedures.

MusicFest Canada reserves the right to disclose personal information if required to do so by law or in the good faith belief that such action is reasonably necessary to comply with legal process, respond to claims or to protect the rights, property or safety of MusicFest Canada, its members, Festival Participants or the public.

Personal Information Protection and Storage by MusicFest Canada

We recognize our obligation to protect personal information. We protect the confidentiality of your personal information by employing administrative and technological safeguards appropriate to the sensitivity of that information. Personal information is subject to the laws of the country where it is stored.

Privacy and Our Website

Cookies - When an individual visitor accesses the MusicFest Canada website, we may use a browser feature called a 'cookie' to collect information such as the type of Internet browser and operating system the visitor uses, the domain name of the website from which the visitor came, date and duration of the visit, number of visits, average time spent on our website, pages viewed and number of cookies accumulated. A cookie is a small text file containing a unique identification number that identifies the visitor's browser, but not necessarily the visitor, to our computers each time our website is visited. Unless a visitor specifically informs us (e.g. by registering for the Festival or sending us correspondence from the website), we will not know who the individual visitors are. In addition to the identified purposes described in our Privacy Policy, we may use this website information and share it with other organizations with whom we have a commercial relationship to measure the use of our website, to improve the functionality and content of the website and to facilitate usage by a visitor. Visitors can reset their browsers either to notify them when they have received a cookie or refuse to accept cookies. However, if a visitor refuses to accept cookies, he or she may not be able to use some of the features available on our website.

Online Communications – In order to provide our website visitors with a service or information, visitors may voluntarily submit personal information to us for purposes such as registering for a Festival, asking a question, obtaining information, reviewing or downloading a publication or subscribing to our newsletter. If you are known to MusicFest Canada as a registered user, we may combine and store personal information about your use of our website and the online information you have provided with certain other online and offline information we may have collected.

E-mail Communications – Occasionally, we may send promotional e-mail communications to you with information that may be useful, including information about an upcoming Festival and the services of other third parties with whom we have a relationship. In this process, we may collect certain information such as the date/time you first opened our e-mail communications, the number of times you open our e-mail communications, the number of click-throughs per article, and total click-through activity on the contents of our e-mail communications and we may compile generally the related statistics. We may combine and store any such information to manage and improve our e-mail communications to you. In accordance with Canada's Anti-SPAM legislation, we will include instructions on how to unsubscribe and how to inform us of preferences if you decide you do not want to receive any future marketing or promotional e-mails from MusicFest Canada.

Links – Our website may contain links to other websites which are provided as a convenience only. Visitors are advised that other third party websites may have different privacy policies and practices than MusicFest Canada, and MusicFest Canada has no responsibility for such third party websites.

Consent to Use of Personal Information

By submitting personal information to MusicFest Canada, you acknowledge and agree that you have consented to the collection, use and disclosure practices set out in this Privacy Policy as they relate to your personal information. We will not disclose your personal information without your consent unless it is allowed under section 8(2) of the Privacy Act. In this case, we will aim to disclose only the specific information that is needed under the circumstances and, wherever possible, will inform you about the disclosure. Subject to legal and contractual requirements, you may withdraw your consent at any time by contacting MusicFest Canada's privacy officer as set out below. If you refuse or withdraw your consent, MusicFest Canada may not be able to provide you or continue to provide you with services and information required to participate in the Festival.

Changes to the Privacy Policy

MusicFest Canada reserves the right to modify or supplement this Privacy Policy at any time. If we make a change to this Privacy Policy, we will post such changes on our website and make such revised policy and changes available upon request to the MusicFest Canada Privacy Officer. However MusicFest Canada will obtain the necessary consents required under applicable privacy laws if it seeks to collect, use or disclose your Personal Information for purposes other than those to which consent has been obtained unless otherwise required or permitted by law.

Accessing, Correcting or Updating Your Personal Information

MusicFest Canada aims to ensure that any personal information provided is accurate, complete and current as required for the purposes for which the information is used. At any time, you may request that we correct or update your personal information by contacting MusicFest Canada's Privacy Officer as set out below. MusicFest Canada will use reasonable efforts to ensure that your personal information is accurate and current.

Contacting MusicFest Canada

If you have any requests, questions or comments about your personal information or this Privacy Policy, you may contact our Privacy Officer, Neil Yorke-Slader, in one of the following ways:

By email: neil.yorke-slader@musicfest.ca

By telephone: 613 859-8174

By mail: MusicFest Canada, 311 Main Street, Box 1990, Exeter, ON N0M 1S7.

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