

PRIVACY POLICY

ADR Chambers Ombuds Office

About ADR Chambers Ombuds Office

ADR Chambers Ombuds Office reviews complaints brought by customers of participating regions, cities or towns after the customers have exhausted the region, city or town's internal complaint system and are not satisfied with the outcome. If a complaint falls within ADR Chambers Ombuds Office's mandate and a full investigation is warranted, an investigation is undertaken by one of ADR Chambers Ombuds Office's experienced and independent investigators. Upon the conclusion of an investigation, an investigator may make non-binding recommendations to the region, city or town and complainant.

ADR Chambers Ombuds Office is a private company that operates independently from the participating regions, cities or towns. The role of ADR Chambers Ombuds Office is to provide an accessible and independent dispute resolution service to the Complainant and the Member region, city or town. ADR Chambers Ombuds Office's service is free of charge to those making the complaint.

Privacy at ADR Chambers Ombuds Office

ADR Chambers Ombuds Office collects personal information from Complainants¹ and Member Regions, Cities or Towns² for the purpose of resolving disputes. ADR Chambers Ombuds Office is committed to ensuring that the personal information of our clients remains confidential and secure. This Privacy Policy ("Policy") describes the ways ADR Chambers Ombuds Office is committed to ensuring that all private and confidential information is protected for both the Complainant and the Member Region, City or Town. This Policy is intended to ensure that the privacy of individuals is protected in the use, collection, disclosure, and storage of personal and/or confidential information by ADR Chambers Ombuds Office. This Policy complies with and supplements the guidelines and mandates of Canada's federal private sector privacy law, the *Personal Information Protection and Electronic Documents Act*.

ADR Chambers Ombuds Office will manage personal information in an open and transparent way. This Policy will be available to anyone free of charge.

ADR Chambers Ombuds Office Commitment

¹ Includes any organization or member of the public who is making a complaint to ADR Chambers Ombuds Office.

² Means a region, city or town that uses the services of ADR Chambers Ombuds Office.

ADR Chambers Ombuds Office is committed to keeping all personal information private and confidential. With written consent, we will collect personal information from the Member Region, City or Town and the Complainant in order to investigate the complaint. Any and all information collected from the Member Region, City or Town and the Complainant will only be used for the purpose of determining the proper resolution and/or recommendations. ADR Chambers Ombuds Office is committed to protecting the security of the files it maintains and there are security measures implemented in order to maintain the security.

Information Collected

While the personal information that ADR Chambers Ombuds Office collects depends on the nature of the complaint, the personal information may include your home address and telephone number, and any and all personal and identifiable information that is obtained by the region, city or town about the Complainant.³ We collect personal information from the Complainant, the Member Region, City or Town, and others as necessary, to facilitate the investigation and resolution of a complaint. We will limit the amount and type of personal information we collect by ensuring we only collect such information that is reasonably necessary and directly related with the complaint in dispute. All personal information will be collected by lawful and fair means.

Accountability

ADR Chambers Ombuds Office is accountable for all personal information in its possession or control. Policies and procedures have been established to comply with this Policy.

Consent Required

We will not collect, use, or disclose any personal information without first obtaining consent, except where required or permitted by law. Consent may be withdrawn at any time. Further assistance in resolving the complaint may not be available if consent is withdrawn.

Use of Personal Information

ADR Chambers Ombuds Office will only use or disclose your personal information for the intended and identified purposes and reasons for which the information was collected, except where required and permitted by law. ADR Chambers Ombuds Office will take any and such reasonable steps as necessary to ensure that the personal information collected is accurate, complete, relevant, and up to date. We will inform individuals of the purpose for which personal information will be used before or when they consent to its collection.

³ This list is not exhaustive.

Access to Personal Information

A person may access their personal information held by ADR Chambers Ombuds Office that has been provided to us and is in our possession. Parties should contact their region, city or town directly to access their personal information provided to us by that Member Region, City or Town in the course of our dispute resolution process.

Website

Our online website (<http://www.municipalombuds.ca/ON>) is hosted on servers that are owned and managed by a third party. Our website uses cookies to enhance the user experience for our clients.

Security

ADR Chambers Ombuds Office has taken the proper and necessary steps to ensure all information pertaining to our clients' files is secured and protected against theft, unauthorized use, modification, and loss. Security-protected databases are used to store online files, and specific security measures are used to ensure the files are monitored.

All information travelling between our clients' browser and our website is protected from eavesdroppers with 256-bit SSL encryption. The lock icon in the browser allows them to verify that they are not visiting a phishing site and that their data is secure in transit.

Breach of Privacy

A complaint about a breach of privacy must be in writing, and directed to ADR Chambers Ombuds Office. The individual making the privacy complaint must give ADR Chambers Ombuds Office 60 days to respond.