



Privacy Policy

Last updated: September 21, 2023

The Municipality of West Bolton is committed to protecting the confidentiality and security of your personal information.

This policy applies to you. It describes how we collect, use and disclose your personal information. It also explains how you can request access to this information or have it corrected, where necessary.

When you provide us with personal information via our website or mobile applications after reviewing this policy, you consent to our use and disclosure of said information as described.

SUMMARY

HOW:

When you browse or communicate with our website, we collect certain information about you that allows us to identify you.

WHAT:

We collect information that identifies you and information about your use of our services.

WHY:

To better serve you, answer your questions, process your requests, and administer our website or applications. Who else: Suppliers who help us process payments or contact you will have access to certain information.

WHERE:

We are located in Quebec, but some of our suppliers may have access to your information outside Quebec.

YOUR RIGHTS:

You have the right to request access to or correction of this information by writing to us.

YOUR CONSENT:

You have the right to withdraw your consent at any time, but this may prevent us from continuing to serve you.

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What is personal information?

"Personal Information" may, alone or with other information, be used to identify you, locate you or contact you.

How do we collect your personal information?

We collect your personal information when you:

- Contact the Municipality in person or by means of telecommunication (such as telephone, fax, email, website, electronic applications);
- Complete certain forms from the Municipality through third-party services such as Google Forms or Microsoft;
- Complete fields of certain third-party service applications accessible on our website such as the newsletter, the queries and complaints system, the mass alert and notification system;
- Directly submit by email a form downloaded from the Municipality's website or a form provided by email by its staff.

What information do we collect and why?

We only collect the personal information we need to provide our municipal services. Thus, we may collect the following information:

Personal Information

- Surname, first name
- Mailing address, other addresses, cell phone number, telephone number, and email address.
- Date of birth (e.g. voters list)

If other information is requested in connection with your identity, it is necessary for the purposes of your relationship with the Municipality of West Bolton.

Documents related to municipal services:

- Information related to your property and related to your status as an owner or applicant;
- Information related to permit applications;
- Information related to your tax bill;
- Information related to requests for access to documents;
- Information related to dog licenses;
- Information related to subscriptions to a recreation service;

- Information related to certain programs;
- Information related to subscription to the newsletter;
- Information related to mass alerts and notifications;
- Information related to requests and complaints.

If you are asked for additional information related to municipal services, it is necessary for the use of those municipal services.

In general...

Sometimes we need to use your personal information to:

- Comply with our legal obligations;
- Prevent cyber threats and fraud;
- Respond to requests, warrants, and orders from courts and other agencies;
- Protect your rights and interests as well as ours;
- Cooperate with legal proceedings or investigations.

To whom do we disclose your personal information?

In certain circumstances, we use suppliers to help us serve you. Before disclosing your personal information to them, we take reasonable steps to ensure that they agree to comply with this policy.

Where is your information stored?

We host and process your personal information in Quebec. In certain circumstances, they may be hosted outside of Quebec, where we engage third-party service providers to provide certain services, software, or technology platforms.

Your personal information may be disclosed in countries other than your country of residence, which may have different privacy rules. They are subject to the laws of the country in which they are located and may be disclosed to the governments, courts or law enforcement or regulatory agencies of the country in question.

However, our practices regarding your personal information remain governed at all times by this policy, and applicable Quebec laws regarding the protection of personal information.

How long do we retain your personal information?

We will retain your personal information for as long as necessary for the purposes described in this policy, to comply with our legal obligations, resolve disputes, and enter into agreements with our clients or partners.

We delete obsolete or unnecessary personal information, for example, if you tell us that you have stopped using our services permanently. You may request correction or deletion of information at any time. To learn more, please consult the "What are your rights?" section.

How do we protect your personal information?

Measures

We have implemented physical, administrative, and technical safeguards to protect the confidentiality and security of the personal information we hold, including to prevent unauthorized access.

Our servers are also managed by a specialized third party.

In the event of an incident involving personal information, we have a plan. It provides that we will notify the authorities and individuals concerned when such an incident poses a risk of serious harm and that we will put in place measures to limit the negative impacts.

Limiting access

Only authorized and qualified personnel who need access to your personal information in the course of their duties have access to it. In addition, staff accounts are protected by multi-factor authentication.

Warning

However, no security measures are absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security of the information you have provided to us has been compromised), please contact us immediately at the address provided in the "How to Contact Us?" section.

When does this policy not apply?

This policy does not apply to websites operated by third parties over which we have no control. If you follow a link to a third-party site (for example, to register for an event), that third-party site's privacy policy will apply. We are not responsible for their privacy policies, procedures, or practices. We encourage you to review these policies before submitting personal information to these third-party sites.

What are your rights regarding personal information?

Access, deletion, and correction

You may access the personal information we hold about you and, if necessary, request corrections, as permitted or required by law. You may also request the deletion of outdated or unjustified information or make written comments.

However, in order for the personal information we hold about you to be accurate and up to date, please inform us promptly of any changes.

At your request, and unless it raises serious practical difficulties, we may provide you with computerized personal information in a structured, commonly used technological format. We will also, if you choose, disclose this information to any person or body authorized by law to collect such information.

Withdrawing your consent

You may also withdraw your consent to the use and disclosure of the personal information collected. However, we may no longer be able to offer you certain services.

To exercise your rights, write to us in accordance with the "How to contact us" section. We may ask you for identification to make sure it is you.

To learn more about your rights under Quebec laws that protect your privacy, please consult the website of the [Commission sur l'accès à l'information du Québec](#).

How to contact us?

If you have any questions or comments about this policy or the protection of your personal information, please contact Maike Storks, our Privacy Officer, at:

9 Town Hall Road
Bolton-Ouest (Quebec), J0E 2T0
Phone: 450 242-2704 Fax: 450 242-2705
dg@bolton-ouest.ca

Our Privacy Officer is responsible for responding to requests for access, correction, information, or complaints you may have regarding our practices with respect to your personal information.

Will we update this policy?

If we make material changes to this policy, for example, to comply with new legal requirements, we will notify you so that you can make an informed choice about your use of our services. We

will make the new version available to you on the website and in the Municipality's newsletter, indicating the date of the last update.