

Glenway Country Club

Privacy Policy

Glenway Country Clubs' Privacy Commitment to Our Members

Glenway Country Club ("Glenway") is committed to maintaining the accuracy, security and privacy of all personal information in accordance with applicable Canadian Privacy Laws. The following privacy statement is an outline of Glenway's guidelines and principles concerning the protection of personal information of our website visitors, members, service providers, employees and other individuals. Please take a moment to familiarize yourself with our policy and if any questions, comments or concerns arise please contact Glenway's Privacy Officer (contact information at bottom).

Your Consent

By submitting personal information to Glenway Country Club or its agents and service providers, you agree that we may collect, use and disclose such personal information in accordance with this privacy policy and as permitted or required by law. Subject to legal and contractual requirements, you may refuse or withdraw your consent to certain of the identified purposes at any time by contacting Glenway's Privacy Officer. If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with certain services or information which may be of value to you.

1. What is Personal Information?

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- age, name, ID numbers, income, ethnic origin, or blood type;
- opinions, evaluations, comments, social status, or disciplinary actions; and
- employee files, credit records, loan records, medical records, existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs)

Personal information does not include the name, title or business address or business telephone number of an employee of an organization.

2. What Personal Information Do We Collect?

The types of personal information Glenway Country Club may collect, use and disclose about you may include but is not limited to: your name, home address, home telephone number, cellular phone number, facsimile number, personal email address, date of birth, banking and credit card information, etc.

3. Why Do We Collect Personal Information?

Glenway Country Club limits the collection, use and distribution of personal information, both in the amount and type of personal information, to that which is necessary to fulfill the purposes identified in this privacy statement.

More specifically personal information is collected, used and disclosed for the following reasons;

- a) to facilitate attending to member/client inquiries and other customer service assistance;
- b) to facilitate the identification of clientele by Glenway to ensure proper utilization of rights awarded to individuals;
- c) for communication between Glenway and its clientele or between clientele themselves;
- d) in emergency situations where the life, health or safety of our clientele is in danger;
- e) to detect and protect Glenway and other parties against error, negligence, breach of contract, fraud, theft and other illegal activity, and to audit compliance with Glenway's rules and regulations, policies and procedures and contractual obligations;
- f) for the purposes of debt collection, payment for club services and facilities and other amounts owing;
- g) for the purposes of marketing where information is shared between partners reciprocating benefits to one another such as Glenway members being awarded benefits at other establishments because of their membership at Glenway Country Club;
- h) to distribute our newsletter, promotional information, and other materials to individuals who have voluntarily signed up for our mailing list/email list;
- i) to understand and respond to website visitors, clientele, and potential clienteles particular needs and preferences, including to communicate with website visitors, clientele and potential clientele;
- j) as permitted by, and to comply with, any legal or regulatory requirements or provisions; and
- k) for any other purpose to which you consent

4. To Whom Do We Disclose Your Personal Information?

From time to time, Glenway Country Club may disclose personal information to;

- a) an organization retained by Glenway to evaluate your creditworthiness or to collect debts outstanding on an account;
- b) other club clientele with the intent of facilitating the running of club programs;

- c) a financial institution, on a confidential basis and solely in connection with the assignment of a right to receive payment, the provision of security or other financing arrangements;
- d) a person who, in the reasonable judgment of Glenway, is providing or seeking the information as your agent; or
- e) any other third party or parties, where you consent to such disclosure or where disclosure is required or permitted by law.

5. How May You Obtain Access To Your Personal Information?

Upon an oral or written request, and subject to certain exceptions, Glenway Country Club will inform you of the existence, use and disclosure of your personal information and will give you access to that personal information. Access requests should be sent to Glenway Country Club's Privacy Officer using the contact information below.

If access to your personal information is denied, Glenway Country Club will notify you in writing, give reasons for the denial, and inform you of the recourses available to you. If access is granted, Glenway Country Club will give you a reasonable opportunity to review your personal information. Your personal information will be provided to you in an understandable form within a reasonable time, generally within 30 days. Glenway Country Club may extend such 30 day period by up to an additional 30 days if meeting the time limit would unreasonably interfere with the activities of Glenway Country Club or the time required to undertake any consultation necessary to respond to your request would make the time limit impracticable to meet. You will be able to challenge the accuracy and completeness of your personal information and have it amended as appropriate, always with the option of filing a complaint with the Privacy Commissioner of Canada.

6. Where Do We Store Your Personal Information?

Your personal information is held in secure facilities, be it a locked cabinet or protected computer network. Your information is accessible only to those with granted access to it and information is held on a very secure "need to know" basis, or otherwise has been fully consented to by you, to be released in the specified manner. Your personal information is only held as long as it is necessary, and once that time has expired the information is either destroyed or is made anonymous.

7. How Do We Protect Your Personal Information?

In our effort to keep your personal information private, Glenway Country Club employs a number of administrative and technological safeguards appropriate to the sensitivity of your personal information. If there is a need to disclose personal information to a third party, every effort is made to ensure that the mode of transfer is a secure one. Our computer systems are all password protected and guarded by firewalls. Your personal information is kept complete, accurate, up to date and secure in our facilities.

8. How Can You Obtain Further Information Regarding Our Privacy Policy?

Glenway Country Club has appointed a Chief Privacy Officer as a testament to our commitment to upholding every aspect of our privacy policy and applicable privacy laws. Our privacy officer has overseen the implementation of our policy as well as continues monitor it's compliance. For any enquires or further information on Glenway Country Clubs' privacy practices, please contact our Privacy Officer at the contact below.

Glenway Country Club Privacy Officer

470 Crossland Gate,

Newmarket, Ontario, Canada

L3X 1B8

Telephone: 905.853.5590

Fax: 905.853.7954

Email: info@glenwaycountryclub.com