

Privacy Policy for Website Visitors

Personal Information

We may collect personal information from Users in a variety of ways, including, but not limited to, when Users visit our Site, if they subscribe to a mailing list, fill out a feedback form, and in connection with other activities, services, features or resources we make available on our Site.

Users may be asked for, as appropriate to use, name, email address, mailing address, contact number(s), and/or additional personal information as required such as waitlist form or online booking details. We will collect personal information from Users only if they voluntarily submit such information to us.

Users can always refuse to supply personal information, acknowledging that it may prevent them from engaging in certain Site related activities.

Non-Personal Information

We may collect non-personal information about Users whenever they interact with our Site. Non-personal information may include the browser name, the type of computer and technical information about Users, means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser Cookies

Our Site may use “cookies” to enhance the User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them.

User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

LAMP may collect and use Users’ personal information for the following purposes:

To improve customer service – Information you provide helps us respond to your customer service requests and support needs more efficiently.

To personalize user experience – We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our site – We may use feedback you provide to improve our products and services.

To send periodic emails – If a User decides to opt-in to a mailing list or notification, they will receive emails that may include news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sharing your personal information

We do not sell, trade, or rent Users' personal information to others. We may share generic aggregated demographic information not linked to any personal information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission by submitting voluntarily the information or accessing and utilizing a site resource.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and

services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Authenticating to LAMP CHC Website(s) Using Social Media

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Changes to this privacy policy

LAMP CHC has the discretion to update this privacy policy at any time. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us: Privacy Officer, LAMP Community Health Centre, 185 Fifth Street, Etobicoke, Ontario M8V 2Z5, Email: melissaa@lampchc.org, Tel: 416-252-9701, Ext. 300.