




Policy Title: CITY OF PICKERING WEBSITE – TERMS OF USE AND PRIVACY STATEMENT		Policy Number: ADM 140
Reference: <i>Municipal Freedom of Information & Protection of Privacy Act, 1990</i>	Date Originated: June 2, 2009	Date Revised:
Approval: Chief Administrative Officer 	Point of Contact: Manager, Marketing & Business Development	

Policy Objective

The access and use of The Corporation of the City of Pickering (the City) and Sustainable Pickering websites are subject to the terms and conditions listed in this Policy and by clicking on any link within the City's websites, individuals are signifying their acceptance of the following.

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01 Terms of Use

01.01 Every effort is made to ensure the information on the City of Pickering's website is timely and accurate, however, due to circumstances beyond our control, information and dates are subject to change without notice.

01.02 The City of Pickering offers no guarantee regarding the accuracy of the information on these pages. All such documents are provided "as is" without warranty of any kind and the City does not make any

representations concerning the accuracy, likely results or reliability of the use of the materials on this website. The City of Pickering hereby disclaims all representations and warranties.

- 01.03 This website is for your personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, products or services obtained from this website.
- 01.04 The information, software, products, and services included on this website may include inaccuracies or typographical errors. In the case of a difference between the version presented here and the version in the municipal records, the municipal records shall be assumed to be correct.
- 01.05 Changes are periodically added to the information on this website. The City of Pickering and/or its respective suppliers may make improvements and/or changes in this website at any time. Advice received via this website should not be relied upon for personal, medical, legal or financial decisions and you should consult an appropriate professional for specific advice tailored to your situation.
- 01.06 The City of Pickering and/or its respective suppliers make no representations about the suitability, reliability, timeliness, and accuracy of the information, software, products, services and related graphics contained on this website for any purpose. All such information, software, products, services and related graphics are provided "as is" without warranty of any kind. The City of Pickering and/or its respective suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services and related graphics, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement.
- 01.07 In no event shall the City of Pickering and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of this website, with the delay or inability to use this website, the provision of or failure to provide services, or for any information, software, products, services and related graphics obtained through this website, or otherwise arising out of the use of this website, whether based on contract, tort, strict liability or otherwise, even if any party has been advised of the possibility of damages. Because some provinces/jurisdictions do not allow the

exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. If you are dissatisfied with any portion of this website, or with any of these terms of use, your sole and exclusive remedy is to discontinue using this website.

- 01.08 All contents of this website are: Copyright ©2009. All rights reserved. No trademark or service mark license is granted in connection with the materials contained in this website. Other product and company names mentioned herein may be the trademarks of their respective owners.
- 01.09 This website (excluding linked sites) is controlled by the City of Pickering, from its offices in the Province of Ontario, Canada. All matters relating to your access to, or use of, this website shall be governed by the statutes and laws of the Province of Ontario.
- 01.10 Links to third party sites usually open a new browser window. The City of Pickering provides these links only as a convenience, and the inclusion of any link does not imply endorsement by the City of Pickering, nor can the City be held responsible in any way for the content found on any third party website. The City's privacy statement applies solely to information collected on the City's website.

02 Privacy Statement

- 02.01 The City of Pickering is committed to protecting the privacy of all visitors to our website. We have taken appropriate measures to protect and ensure the privacy of any personal information you provide. The City is subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.
- 02.02 The City of Pickering will not, under any circumstances, use any information provided by visitors for any purpose inconsistent with the purpose for which the information was provided, as stated on the website as well as inconsistent with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.
- 02.03 When you visit the website you do so anonymously and are not required to tell us who you are. When personal information is collected, it is our commitment to advise you regarding;
 - a) the purpose for collecting the personal information;

- b) how the information will be used and who will have access to it;
- c) how the information will be recorded and stored; and
- d) who to contact if you have any questions about these practices.

02.04 All information voluntarily sent to us by email, feedback forms or other means, becomes the property of the City of Pickering. This information will never be sold or distributed.

03 Personal Information

03.01 The City collects personal information for the following reasons;

- a) to process your requests for services, products or additional information;
- b) to communicate with you regarding services that you have requested; and
- c) to meet legal and regulatory requirements.

03.02 The City of Pickering is the sole owner of the information collected on the website. The City does not retain personal information that you provide for any secondary purposes unless you have first been notified and your permission has been obtained. The City of Pickering may only disclose your personal information;

- a) to companies contracted to process your requests;
- b) for law enforcement purposes; or
- c) for purposes of acting in an emergency to facilitate contact with your next of kin or friend if you become injured or ill.

03.03 From time to time, the City may request information from you via surveys or ask permission to send you something. Your participation will be completely voluntary and you will have a choice of whether or not you wish to participate. Any survey information will be used solely for the purposes of monitoring and/or improving the City's services and

products. If you choose not to participate, you will still be able to use the website.

- 03.04 The City of Pickering takes every precaution to protect your personal information on the website. We maintain security standards and procedures regarding unauthorized access to customer information to prevent unauthorized removal or alteration of data.

04 Contact Information

- 04.01 If you have any questions or concerns about the City's websites, please contact webmaster@cityofpickering.com or sustainability@cityofpickering.com.

- 04.02 Any questions regarding the *Municipal Freedom of Information and Protection of Privacy Act* should be directed to the City of Pickering's Freedom of Information and Privacy Coordinator, at One The Esplanade, Pickering, ON, L1V 6K7, 905.420.4611.