

## Website Privacy Policy

Pike Lake Golf Centre Limited  
Website Privacy Policy  
Last Updated: September 12, 2019

Pike Lake Golf Centre Limited is committed to providing our members, residents, volunteers, guests, and customers with exceptional service. As providing this service involves the collection, use, and disclosure of some personal information about individuals, protecting their personal information in an appropriate, responsible, and ethical manner is fundamental to Pike Lake's daily operations.

Pike Lake Golf Centre Limited is committed to maintaining individuals' privacy and safeguarding their personal information in accordance with all applicable provincial and federal privacy legislation, and has taken all required measures to become compliant with the Personal Information Protection and Electronic Documents Act (PIPEDA), by developing our own Privacy Policy which sets out the ground rules for how organizations may collect, use and disclose personal information.

We will inform individuals why and how we collect, use, and disclose their information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

Pike Lake Golf Centre Limited collects personally identifiable information from users in a variety of ways, including, but not limited to, when users visit our site, subscribe to our newsletters, fill out a form, submit an online tee-time, and in connection with other activities, services, features or resources we make available on our site. Users may, however, visit our site anonymously. We will collect personal identification information from users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain site related activities.

### **Website Data Collected:**

Personally identifiable information about the individual that is collected from the website or through affiliate sites may include your name, address, email address, phone number (s), postal codes via the following online resources:

Contact Us Form Submission

Email Newsletter & Promotional Sign Up

Tee-Time Booking Platform (Carma Direct)

This data is used to provide products, services, or information, including information about potential or future services requested, and allow you to make reservations and register for events.

**Automatic Data Collection:**

Our servers automatically record certain information about how Individuals use our Services, specifically when they enroll to receive our email newsletters and notifications. Event Data may include information such as the Individual's Internet Protocol (IP) address, cookie identifiers, MAC address, IMEI, and other device identifiers that are automatically assigned to your computer or device when you access the internet, operating system, browser type, and language, hardware type, the links on our Services that a User clicked on and other statistics. We use Event Data to administer the Services and we analyze Event Data to improve, customize and enhance our Services.

While IP addresses will be logged in order to administer the site, track visitor movement, and gather demographic information, these IP addresses will not be linked to any personally identifiable information.

**Payment Data Collected:**

All credit card information collected online is collected by our payment partner for use in payment approval and processing only. Pike Lake Golf Centre does not receive any online credit card information. Pike Lake Golf Centre Limited's payment partner is Carma Golf Systems. Please visit <https://carmadirect.com/privacy.aspx> for Carma Golf Systems (Carma Direct) Privacy Policy. Financial information provided to Pike Lake Golf Centre Limited by any means such as fax, email or mail is kept confidential and used solely for the intended purchase requested.

Any registration or order form asking site visitors to enter personal or financial information will be protected by SSL encryption.

**Customer Data**

From time to time Pike Lake Golf Centre Limited collects personal information from customers through various consumer-oriented events. These events include but are not limited to:

Toronto Spring RV Show & Sale  
Kitchener RV Show & Sale  
Toronto Golf Show & Sale  
Pike Lake Spring RV Sale

Information collected is used to administer applicable contest(s) or draw(s), to determine market demographics, to communicate future programs, contests, events and newsletters.

Collection forms (electronic or paper-based) will disclose the following details:

- Purpose for which the information is collected
- To whom information will be disclosed
- How information will be used
- An opt-out option

Information is disposed of (paper-shredded / electronic files deleted) after completion of stated use.

## **Safeguarding Information**

Pike Lake Golf Centre Limited takes the appropriate steps to ensure adequate safeguards are in place to protect the personal information which we obtain.

Pike Lake Golf Centre Limited maintains strict controls to protect personal information, whether paper-based or electronic, throughout the process of collection, use, disclosure, copying, storage, modification and disposal.

This web site may contain links to other sites, but Pike Lake is not responsible for the privacy practices of other organizations' sites.

## **Questions**

Any questions or complaints about our Privacy Policy can be directed our Information Officer.

Information Officer  
Unit P-01, 9625 Pike Lake Rd. RR#3, Clifford, Ontario, N0G 1M0  
[customerservice@pikelake.com](mailto:customerservice@pikelake.com)

Our Information Officer will attempt to answer any questions or concerns you might have.

If you wish to make a formal complaint about our privacy policies, you may make it in writing to our Information Officer. He/she will acknowledge receipt of your complaint, ensure that it is investigated promptly and that you are provided with a formal decision and reasons in writing.

This policy is made under the Personal Information Protection and Electronic Documents Act. It is a complex Act and provides some additional exceptions to the privacy principles that are too detailed to set out within this Policy. There are some rare exceptions to the commitments set above.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information and Privacy Commissioner can be reached at:

112 Kent Street  
Ottawa, ON K1A 1H3  
Phone: 613-995-8210  
Toll-free: 1-800-282-1376  
Fax: 613-947-6850  
TTY: 613-992-9190  
[www.privcom.gc.ca](http://www.privcom.gc.ca)