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**Privacy Policy**  
(Effective June 1, 2013)

**We Respect Your Privacy.**

We have created this Privacy Policy in order to explain to you our firm commitment to protecting your privacy. This policy sets out our policies on the management of personal information and explains what sort of information we hold, the purposes for which we hold it and how we collect, store and handle that information.

**Why do we collect personal information?**

We collect personal information in order to provide you with our services. We need this information to provide you with invoices, updates and notices. Without this information we would not be able to carry out our business and provide our services to you. We will only collect your information if we need to and then only in accordance with the requirements of the Privacy Act. From time to time we may use your personal information to provide you with news or offers about products and services available from Voyageur that may be of interest to you. At any time, if you no longer wish to receive this additional marketing material please notify us and we will remove your details from our marketing database.

**How do we collect the personal information?**

Where possible we will collect the information from you or from someone authorized to act on your behalf. When you give us personal information about other individuals (such as referees) we rely on you to have obtained their consent for you to do this and for you to inform them that Voyageur may provide it to members of the relevant Voyageur committee, and the reasons for why we will do this. Obtaining the consent is particularly important if you are providing us with sensitive information about that person. We may collect the information in writing, by telephone, through our website and by other electronic communication channels. We may need to ask you or others further questions to ensure we are clear about your membership and to enable us to process your membership application or your application for review. We collect this information through our staff and through our contracted agents and other service providers. Wherever practicable, we will ask you for the information directly. However, we may need to contact other people & organizations, such as your employer, business associates, and referees to confirm information about you.

**Who will see or have access to your personal information?**

Unless we are required to provide your personal information to others for purposes of public safety and law enforcement, your information will only be seen or used by persons working in or on behalf of Voyageur or our contracted service providers. These people will include our own and our contracted customer service staff and mailing house. We recognize that you are concerned about the security and confidentiality of the information we hold about you. We recognize the value of that information and we will do everything we reasonably can to prevent unauthorized access to, or disclosure, misuse or loss of that information. Our staff who have access to your information have been briefed on the requirements of the Privacy Act and our contracted service providers have been made aware that they are required to comply with the requirements of Voyageur's Privacy Policy.

**We have good security practices.**

We use encryption and other data protection techniques whenever we store or transmit information electronically and when storing personal information in hard copy form in secure facilities. Our information systems and files are kept secured from unauthorized access and our staff and contracted agents and service providers have been informed of the importance we place on protecting your privacy and their role in helping us to do this.

**Access and Accuracy of your personal information**

We will take reasonable steps to ensure that the personal information we collect from or about you is accurate, complete and up to date whenever it is used, collected or disclosed. You are entitled to access your information if you wish and subject to any legal restrictions, we would be happy to advise you what personal information we hold about you if you request this. There may be some cost to you to cover the cost of retrieving and processing the information. If you believe there are errors in our records about you, please let us know and we will be happy to investigate and correct any inaccuracies.

**Compliance with the Federal Privacy Act**

We are committed to ensuring to the best of our ability that we meet the requirements of Canada's Privacy Act.

**Privacy Complaints**

If you believe that your privacy has been prejudiced you have a right to lodge a complaint with us. You should contact the Privacy Officer in writing by email [privacy@voyageurinternet.ca](mailto:privacy@voyageurinternet.ca). If you would like any further information on our Privacy Policy or if you have any concerns over the privacy protection of the information you have given to us or that we have collected from others, email [privacy@voyageurinternet.ca](mailto:privacy@voyageurinternet.ca).