Call/Acal Privacy Policy

The Canadian Association of LGBTQ2S+ Lawyers/Association Canadienne des avocat.e.s LGBTQ2S+ ("**Call-Acal**", "**we**", "**us**", "**our**") is a national association of 2SLGBTQ+ legal professionals dedicated to developing an inclusive, innovative, and representative bar in every jurisdiction across Canada.

Call-Acal cultivates spaces for the 2SLGBTQ+ community to network, share information and best practices, mentor and be mentored, celebrate excellence, and mobilize with partners to lead reform of the legal profession and advance 2SLGBTQ+ rights in Canada and globally.

We are dedicated to maintaining high standards of privacy and confidentiality with respect to the Personal Information we receive from our members and others, in accordance with the *Personal Information Protection and Electronic Documents Act* and applicable Canadian provincial privacy legislation.

This Privacy Policy (the "**Policy**") describes our practices concerning the collection, use, disclosure, and processing of Personal Information provided to **Call-Acal**. For the purposes of this Policy, "**you**" refers to members and non-members of **Call-Acal**. Our obligations under this Policy apply to all of our directors, officers, volunteers, staff, agents, and representatives who provide services to or on behalf of **Call-Acal**. We have prepared this Policy to describe how we may collect, use, disclose, and otherwise process your Personal Information in the course of our delivery of services or information, or when you interact with us via our websites or services, such as https://www.prismeconference.ca (collectively the "**Websites**").

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1.0 WHAT IS PERSONAL INFORMATION?

We define "**Personal Information**" as any information, recorded in any form, about an identifiable individual. This Policy does not cover business contact information (e.g., name, title, business address, telephone and fax numbers, and e-mail address) when used solely for business communication purposes, or aggregated data that cannot reasonably be associated with you. **Call-Acal** retains the right to use such business contact information and aggregated data in any way that it determines appropriate in accordance with this Policy.

2.0 WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

Call-Acal collects Personal Information about members and non-members that you provide directly to us, including via our Websites and other electronic media, over the telephone, or in person, as well as information your devices provide to us automatically.
We may collect and use personal information when you:

- Visit our Websites
- Create an account/profile
- Purchase or register for our programming and services
- Receive marketing communications, such as newsletters, offers, and promotions
- Attend an event
- Provide feedback for our programming and services
- Apply for a position or opportunity at Call-Acal
- Participate in our surveys or research
- Contact us with a comment, question, or complaint

Call-Acal seeks to limit the scope of the Personal Information that we collect, use, and disclose about members and non-members to what is reasonable and/or necessary in the circumstances.

Depending on your interactions with us and your use of our services and Websites, we may collect and use the following Personal Information for our legitimate business purposes and to comply with our legal obligations.

<u>MEMBERSHIP APPLICATIONS, EVENT REGISTRATION AND SURVEYS</u>

We collect information when a person voluntarily completes a membership application form (e.g., your full name, email address, phone number, and/or other contact information) or other application form, event registration, or survey. We may collect information regarding speakers and conference attendees, including contact information, biographies, photos, video and audio recordings, and accommodation and dietary needs. We may also collect information that will help us evaluate and improve our services and events as well as investigate specific incidents in response to complaints or concerns.

When we collect email addresses during the membership application process, you may indicate that you do not wish to receive unsolicited electronic communications from us. You can unsubscribe at any time by clicking the “unsubscribe” link included at the bottom of each email. Alternatively, you can opt out of receiving communications by contacting us using the contact information provided in the “Contact Us” section below. Please note that you may continue to receive transactional or account-related communications from us.

EVENTS

When a person wishes to register for an event, they may be asked to supply one or more items within the following classes of information:

- Business identification information (e.g., company name, company address, QST registration number/tax ID number, professional email address);
- Personal identification information (e.g., full name, email address, mailing address, your pronouns);
- Educational/professional information (e.g., school name, year of study, company name, company position, general practice area, membership in affiliate or sponsor organizations, language fluency);
- Transactional information (e.g., credit card information (i.e., card number, expiration date, security code, and postal code) purchase order numbers, or any other payment information for billing purposes, promotional code). This information will be collected and processed by our authorized third party service providers (e.g., Shopify) to facilitate transactions. Please see Section 4 "*When we may disclose your personal information?*" of our Policy for further information.

We collect this information for billing and delivery purposes. We also use it to contact the individual about their order. In addition, we may use this information for future marketing and communications purposes. You may opt-out of such use of your information by clicking on the unsubscribe link of our communications or by contacting us as set out in Section 13 "Contact Us" below.

When you attend an event, we may also film and/or record your attendance, your image, and/or your voice, and may use this for marketing purposes. You may contact us using the information in the "Contact Us" section below if you do not wish to consent to the use of such recordings.

ELECTIONS, AWARDS, AND VOLUNTEERS

We may collect Personal Information for the purpose of conducting voting for elections and on resolutions that may include your opinions and choices regarding individuals and issues. We may also collect Personal Information in order to nominate award and honours recipients, including your views regarding nominees and recipients and others' views about you if you are nominated.

We also collect Personal Information that is necessary to run our volunteer programs, including appointments to committees and other volunteer programs, such as personal identification information, your resume, and any other information you provide to us during your application.

DEMOGRAPHIC DIVERSITY DATA

Call-Acal may also invite individuals to voluntarily provide demographic data such as gender identity, sexual orientation, race, and/or household income ("**Diversity Data**").

This Diversity Data will be collected and used to set equity, diversity, and inclusion ("EDI") goals and benchmarks; develop related action plans; and monitor progress with respect to EDI. It will also be used to inform strategies for improving the accessibility, delivery, content, and form of our programs, events, and services, particularly for those from equity-seeking groups. Self-identification is entirely optional and choosing to self-identify or not will have no consequences for one's membership or engagement with **Call-Acal**.

The Diversity Data you provide will be kept confidential and used solely for the purposes described above or for other purposes specifically identified at the time of collection. Once the Diversity Data is collected, it will be aggregated (i.e. gathered separately and stored and presented as a whole) and then disaggregated (i.e. divided and broken down into smaller categories of information). The effect of data aggregation and disaggregation is that such information cannot reasonably be associated with you and will thereafter only be used for the above purposes in groups and as part of a summary, not per the individual.

Access to Diversity Data in its raw and identifiable form (that can be associated with an individual) will be strictly limited to designated individuals on a need-to-know basis and, once the Diversity Data is aggregated and disaggregated, only accessed by such individuals if there is a legal or legitimate business requirement to do so. Identifiable data will only be retained by Call-Acal for no longer than necessary for the purposes set out in this Notice, or as otherwise required to meet a legal or legitimate business requirement, at which point they will be securely destroyed.

Call-Acal recognizes the importance of privacy in relation to the collection of Diversity Data and takes seriously its obligations under applicable privacy and human rights legislation.

OUR WEBSITES AND ELECTRONIC COMMUNICATIONS

We may collect and use information about your use of our services or Websites when you register for an event, interact with, or use our services or Websites, contact us for information, or respond to emails, newsletters, or promotional or information communications. In general, you can visit our Websites without telling us who you are or submitting any Personal Information. However, we may automatically collect the IP (Internet protocol) addresses of all visitors to our Websites and other related information such as page requests, browser type, operating system, and average time spent on our Websites. We use this information to help us understand activity on our Websites and to monitor and improve our Websites.

By accessing and browsing our Websites, you agree that we may collect, use, and disclose information about you through our Websites as described in this Policy.

COOKIES AND SIMILAR TECHNOLOGIES

Our Websites use cookies and other tracking technologies. Cookies are text files containing small amounts of information that help us improve the functionality and performance of our Websites and help you personalize your experience, as explained in section 2 "*What personal information do we collect and how do we use it*?".

We may use cookies and other tracking technologies from third parties such as Google Analytics to collect certain information about your browsing actions and patterns, such as: details of your visits to our Websites, traffic data, geolocation data, and other communication data and the resources that you access and use on the Websites and information about your computer and Internet connection, including your IP address, operating system, and browser type. The information we collect automatically is statistical data but may include Personal Information, in which case we will treat it as Personal Information.

You may refuse certain cookies and manage your cookie preference by activating the appropriate settings in your browser's software. Most browsers let you remove or stop accepting cookies from the website you visit. To do this, follow the instructions on your browser's settings. If you do not accept cookies, however, you may not be able to use all functionality of our Websites, or our Websites might not work properly. For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit www.allaboutcookies.org.

For more information about Google Analytics or to prevent the storage and processing of this data (including your IP address) by Google, you can download and install the browser plug-in available at the following link: https://tools.google.com/dlpage/gaoptout?hl=en. You can also obtain additional information on Google Analytics' data privacy and security at the following links:

- https://policies.google.com/technologies/partner-sites; and
- https://support.google.com/analytics/topic/2919631.

LINK TO OTHER WEBSITES

Our Websites may contain links to other websites. This Policy only applies to Personal Information that we collect, use, and disclose. We are not responsible or liable for the privacy practices of third parties, and we strongly recommend that you review their privacy policies before you disclose Personal Information to them.

3.0 WHY DO WE USE PERSONAL INFORMATION?

We collect certain information from you for the purposes of fulfilling our objectives and mandate. These purposes include:

- Communicating with our members and determining their needs;
- Providing services and information to members and non-members;
- Evaluating, improving, and developing our services, programs, initiatives, and events;
- Conducting voting for elections of individuals to volunteer positions and for resolution voting;
- Running our volunteer programs;
- Recruiting and hiring, including for purposes of verification of qualifications and conducting reference and background checks as reasonably required;
- Managing our events and your participation in them including by determining and carrying out your accommodation, dietary, and other needs;
- Processing and managing the payment of fees;
- Making various awards and honours available to members and non-members including through nomination and selection processes;
- Permitting affiliated organizations and preferred suppliers to provide services and information to members and non-members;
- Managing our relationships with members and non-members;
- Investigating specific incidents involving members and non-members, including by responding to complaints and concerns;
- Ensuring safety, including but not limited to preventing the spread of COVID-19 and other viruses;
- Distributing publications, invitations to events and programs, and other communications that may be of interest to members and non-members;
- Responding to questions and concerns from members and non-members;
- Meeting legal or regulatory requirements;
- Communicating for any other purpose for which we have members' and non-members' consent;
- Using your Personal Information to generate aggregated data that cannot reasonably be associated with you and that we may use and disclose in our sole discretion in accordance with this Policy;
- As otherwise permitted or required by applicable law.

4.0 WHEN WE MAY DISCLOSE YOUR PERSONAL INFORMATION

Generally, we hold all information concerning a member or non-member in strict confidence.

Except in limited circumstances, we do not reveal this information to anyone unless you have expressly or implicitly authorized us to do so. For example, if you are involved in a certain activity with us that would also require the involvement of our volunteers (e.g., to facilitate your participation in an event), we may then share certain information with our volunteers so that the activities can be carried out.

We may transfer or otherwise make available your Personal Information to certain third parties, including our affiliated organizations and preferred service providers that provide services on our behalf, including conference organizers or venue/accommodations suppliers, mailing companies, IT and financial service providers, payment processors and various other suppliers of services. These parties are contractually obligated to maintain your Personal Information in confidence and not to use or disclose it for unauthorized purposes. We and our service providers may access, store, and otherwise process Personal Information outside of Canada (including, for residents of the Province of Quebec, outside of Quebec), including in the United States or other foreign jurisdictions, where we or our service providers are located.

There are circumstances where the use and/or disclosure of Personal Information without consent may be permitted or required in accordance with applicable privacy laws. These circumstances may include:

- Where required by law or by order or requirement of a court, administrative agency, or other governmental tribunal;
- Where **Call-Acal** believes, upon reasonable grounds, that it is necessary for the establishment, exercise or defence of legal claims and to investigate or prevent actual or suspected loss or harm to the rights, privacy, safety, or property of an identifiable person or group;
- Where it is necessary to establish or collect fees;
- Where it is necessary to permit **Call-Acal** to pursue available remedies or limit any damages that **Call-Acal** may sustain;
- Where the information is publicly available as prescribed by law;
- Where it is reasonable for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing, or preventing fraud, or as otherwise may be required or permitted by applicable Canadian, U.S. or other law or legal process, which may include lawful access by U.S. or foreign courts, law enforcement, or other government authorities;
- In connection with a prospective business transaction or to complete the transaction, or where it is necessary to carry on the activity that was the object of a

completed business transaction, involving all or part of **Call-Acal** or as part of a corporate reorganization or other change in corporate control, in accordance with applicable law.

When this occurs, we will not disclose more information than is required and we will disclose it in accordance with applicable laws.

5.0 CROSS-BORDER TRANSFER OF PERSONAL INFORMATION

Call-Acal may transfer Personal Information to a service provider which is located outside of Canada (or outside of your province of residence, including outside of the Province of Quebec for residents of Quebec) where privacy laws may offer different levels of protection from those in Canada (or from your province of residence). Your Personal Information may also be subject to access by and disclosure to the local courts, law enforcement, and national security authorities under the applicable foreign legislation.

6.0 CONSENT

By providing your Personal Information to us, you agree that we may collect, use, and disclose it in accordance with this Policy and as otherwise permitted or required by law. However, we may seek your consent to use or disclose Personal Information after it has been collected in cases where we wish to use or disclose the information for a purpose not previously identified or expressed in this Policy.

If you need to provide us with Personal Information about other individuals, you represent and warrant to us that you will obtain their consent where required by law and prior to your disclosure to us. Consent is required for us to use and disclose the Personal Information of these individuals for the specific purpose(s) for which you made the disclosure.

7.0 WITHDRAWAL OF CONSENT

You may withdraw your consent to us collecting, using, and disclosing your Personal Information at any time, subject to reasonable notice and any legal and/or contractual restrictions. However, you cannot withdraw your consent retroactively. You may make such a request or withdraw consent by contacting us as set in section 13 “Contact us” below. If you do not consent to the collection, use, and disclosure of your Personal Information in accordance with this Policy, do not provide us with any Personal Information. It is important to note that most of our services can only be provided if we receive the required Personal Information from you. Consequently, should you choose not to provide us with the required Personal Information, we may be unable to offer these services to you.

You may, at any time, ask us not to send you further marketing materials or invitations to events. You may unsubscribe or contact us as set out in section 13 “Contact us” below and ask that we not contact you for these purposes.

8.0 THE ACCURACY AND RETENTION OF PERSONAL INFORMATION

We endeavour to ensure that any Personal Information provided to us and in our possession is accurate, current, and complete. If we become aware that Personal Information is inaccurate, incomplete, or out of date, we will revise the Personal Information and, if necessary, use reasonable efforts to inform third parties to whom your Personal Information is disclosed to in accordance with this Policy. We do not actively maintain information of former members and, for as long as we hold that information, we cannot assure the information is accurate.

We keep your Personal Information only as long as it is required for the reasons it was collected. This period may extend beyond the end of your relationship with us, but it will only be held as long as it is necessary for us to communicate with you, to have sufficient information to respond to any issues that may arise, or for a legal or business purpose. When we no longer require your Personal Information, we will take steps to securely destroy, delete, or erase it.

9.0 PROOTECTION OF PERSONAL INFORMATION

We endeavour to maintain appropriate physical, procedural, and technical security safeguards to prevent any unauthorized access to, use, or communication, loss, misuse, disclosure or modification of Personal Information, or any other breach to the protection of Personal Information. This also applies to our disposal or destruction of Personal Information. These safeguards will vary depending on the sensitivity of the information as well as the format in which the information is held. That said, we advise that no method of electronic transmission or storage is 100% secure and cannot guarantee absolute data security.

We further protect Personal Information by restricting access to personnel or representatives of **Call-Acal** who need access to provide services or information. If a **Call-Acal** personnel or representative misuses Personal Information, we will consider the act a serious offence for which we may take disciplinary action up to and including terminating our relationship with this person. If any individual or organization misuses Personal Information, we will consider it a serious issue and may take action up to and including terminating any agreement between **Call-Acal** and that individual or organization.

Call-Acal is committed to protecting personal information and to policies, procedures, and practices that govern our treatment of personal information, including:

- the protection of personal information, including safeguards designed to protect personal information against loss or theft and unauthorized access, disclosure, copying, use and modification;
- the roles and responsibilities of our personnel in connection with the handling of personal information in our custody and control;

- responding to questions, requests and complaints regarding our handling of personal information;
- security incident response;
- a designated Privacy Officer who is responsible for overseeing compliance with applicable privacy legislation; and
- the retention and destruction of information that is designed to ensure compliance with our legal obligations.

10.0 ACCESS TO YOUR PERSONAL INFORMATION

Subject to applicable law, you have the right to access, review, update, rectify, and correct inaccuracies in the Personal Information we hold about you. We will endeavour to provide the information in question within a reasonable time, in accordance with applicable law. When we will not or cannot disclose information, we will provide the reasons for non-disclosure.

You may make such a request by contacting us as set out in section 13 "Contact us" below. Despite our efforts, errors sometimes do occur. If you identify any Personal Information that is out-of-date, incorrect, or incomplete, please contact us. Where **Call-Acal** is satisfied that an individual's request for correction is reasonable, **Call-Acal** will amend the information as appropriate and make reasonable efforts to communicate these changes to other parties who may have inadvertently received incorrect or out-of-date Personal Information from us. We will not charge you for verifying or correcting your Personal Information.

11.0 CHANGES TO THIS POLICY

This Policy is in effect as of April 9, 2024. From time to time, we may review this Policy. We reserve the right to change this Policy, and any of our policies or procedures concerning our practices for handling Personal Information, at any time in accordance with applicable law. Policy changes will apply to the information collected from the date of posting to our Websites, as well as to existing information in our records.

12.0 PRIVACY CONCERNS

We will promptly respond to questions and concerns relating to our Personal Information handling practices and this Policy and do our utmost to resolve your concerns. In every instance, we will consider our obligations with respect to Personal Information under applicable privacy legislation. We may need to ask you for Personal Information to verify your identity.

Please direct your questions or concerns to us at the Contact Information listed below in section 13.

13.0 CONTACT US

If you have any questions or comments about this Policy, the ways in which we process your Personal Information, or your choices and rights regarding such processing, please do not hesitate to contact our privacy officer at: privacyofficer@prismeconference.ca.

APPROVED BY THE BOARD ON: March 11, 2025