

Privacy Policy - Talk Vancouver

October, 16, 2020

Your personal information

When we collect your personal information, it's to run services for you and we protect it according to privacy law.

The City of Vancouver is committed to protecting your privacy. Any personal information you provide to us is collected, used and disclosed in accordance with the [British Columbia Freedom of Information and Protection of Privacy Act](#).

The City does not automatically gather any personal information from you, such as your name, phone number, street or email address. This information is only obtained if you supply it voluntarily, usually registering in a secure portion of the site, or through contacting us via email or feedback form.

The information will only be used for the purpose of administering City services, informing you of our services and benefits, and for statistical purposes.

Volunteering your personal information online

The only time we collect your personal information on this website is when you volunteer to give it to us.

This includes when you:

- Participate in an online forum or poll.
- Fill in a feedback or contact form.
- Click the "share this" button on any page.
- Request further information about a specific topic.
- Send us an email.

We keep your information completely confidential. We will not rent, share, or trade it with anyone else. We will not use it to send you information that you did not specifically request.

Talk Vancouver processes, stores, transacts, and handles all data strictly in Canada and provisions all network and telecommunication links from Canadian providers. Where a Canadian respondent located in Canada uses a Canadian internet connection to participate in studies or forums, the data will remain in Canada at all times.

What you can do

For your protection, we strongly recommend that you do not provide your account information, user name, or password to anyone. If you become aware of any suspicious activity relating to your account, it is your responsibility to contact us immediately.

We'll keep you informed

As required by law, we will notify you of our privacy policy annually. We reserve the right to modify this policy at any time, but rest assured that if we do change it, we will tell you promptly

Contact us

Access to Information and Privacy Office privacy@vancouver.ca