Privacy Policy

What this policy covers

We, City of Markham, take our privacy obligations seriously and we’ve created this privacy policy to explain how we treat your personal information collected on this website. Personal information is information we hold which is identifiable as being about you.

Our collection, use and disclosure of your personal information is regulated by the Personal Information Protection and Electronic Documents Act (Canada), the provisions of the Municipal Freedom of Information and Protection Act (MFIPPA). The first part of MFIPPA states that all government records should be available to the public with the exception of specifically enumerated types of information. The second part of the MFIPPA provides for the protection of personal information.

The MFIPPA requires that a local government protect the privacy of an individual's personal information that exists in the governmental records and that it follow a privacy protection scheme that includes rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control.

You can find more information about your privacy rights at the web site of the Office of the Privacy Commissioner of Canada (OPC), http://www.priv.gc.ca (External link); or visit the Ontario Information & Privacy Commission web site at www.ipc.on.ca.

The software platform this website runs on and associated technology operations are provided by Bang the Table Pty Ltd. Click this link for the Privacy Policy governing their service. (External link)

What personal information we collect

Profile Information

We collect information from you when you register to use this site. This includes your email address and additional demographic information as provided by you on the registration form.

Please note that you are able to browse any publicly accessible sections of this website completely anonymously without signing up.

Engagement Information

The content you create as part of your interactions with this website. These can include responses to surveys, comments on discussion forums, or any of the other engagement opportunities available here.

Usage Information

We collect information about your usage of the site, such as pages visited, documents downloaded, etc.

How we use the information we collect

We collect this information in order to:

- analyse and interpret it to help meet our objectives and obligations;
- communicate information to you about engagement opportunities, events and other initiatives; and
- respond to enquiries and otherwise engage with stakeholders.

External links
Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of linked websites and we suggest you review the privacy policies of those websites before using them.

Security

While no online service is completely secure, we work very hard to protect information about you against unauthorized access, use, alteration, or destruction, and take all reasonable measures to do so.

Requesting access or correcting your personal information

Subject to applicable local laws and regulations, you may have some or all of the following rights with respect to your personal data:

- to access your personal data and to rectify any inaccuracies within that personal data;
- to request for the erasure of your personal data residing with us;
- to request your personal data in portable, machine-readable format; and
- to withdraw your consent to our processing of their personal data.

If you wish to contact us to with a request relating to personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information.

In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

Contact Us

For further information about our privacy policy and related information practices, or to access or correct your personal information, or make a complaint, please contact us on notifications@engagementhq.com or:

- By E-mail: atari@markham.ca
- By Telephone: 905-477-7000 extension 2082
- By Mail: Alida Tari, Manager of Access & Privacy, City of Markham, Clerk's Department, 101 Town Centre Boulevard, Markham, Ontario, L3R 9W3