

## Privacy Policy

Chestnut Residence Parking Office (Chestnut Residence and Conference Centre, University of Toronto) (“**Chestnut**”, “**we**”, “**us**”, or “**our**”) respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes:

- How we collect, receive, use, share, disclose, process, and protect the personal information of our customers (collectively, “**you**” or “**your**”);
- The types of information we may collect from you;
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

We will only use your personal information in accordance with this policy or consistent with applicable law. We take steps to ensure that the personal information that we collect about you is adequate, relevant, not excessive, and used for limited purposes.

Chestnut follows ten privacy principles based on the same privacy principles outlined in Canada’s *Personal Information Protection and Electronic Documents Act*.

### Privacy Principles

#### Principle 1: Accountability

We are responsible for the personal information under our control. We have designated people who make sure that we stay compliant with this policy.

#### Principle 2: Identifying purposes

We will identify the purposes for which we are collecting personal information before or at the time of collection.

We ask for your personal information for various purposes related to the administration of your parking application, including:

- To provide you with parking services.
- To bill and collect payments.
- To audit, investigate and take steps as may be needed and connected to the prevention of any fraudulent activities.
- To confirm your identity and the accuracy of your information.
- To improve our services.

### **Principle 3: Consent**

We need your consent to collect, use, share and disclose your personal information, with some limited exceptions as determined by law. These limited exceptions can include times where legal or security reasons make it impossible or impractical to seek consent. You can withdraw your consent any time after you've given it to us, provided there are no legal or regulatory requirements to prevent this.

We may collect, use or disclose your personal information without your consent in the following limited circumstances:

- Emergencies that may threaten your life, health or security. We will subsequently inform you of this disclosure.
- For the purposes of investigating a breach of an agreement or a contravention of laws that has been, is being, or is about to be committed and it is reasonable to expect that disclosure with your knowledge or consent would compromise the investigation.
- For the purposes of detecting or suppressing fraud or of preventing fraud that is likely to be committed and it is reasonable to expect that the disclosure with your knowledge or consent would compromise the ability to prevent, detect or suppress the fraud.
- In accordance with provisions provided for in the *Personal Information Protection and Electronic Documents Act*.

We will accommodate any requests to withdraw your consent for us to collect, use, keep, or disclose your personal information, subject to legal or contractual restrictions and reasonable notice. If you withdraw your consent, we will no longer be able to provide you with the parking services.

### **Principle 4: Limiting collection**

We will limit the collection of your personal information to that which is needed for the purposes identified by us or as otherwise permitted by law.

We may collect or receive personal information about you, including:

- Your name, address, telephone number(s), email address, banking information, vehicle's plate number or other identifying information.

We may collect or receive personal information from:

- Completed parking applications, agreement, and forms.
- Your interactions with us.

When you visit the Chestnut Parking website, personal information is not collected unless you choose to provide it voluntarily at the moment of purchasing a parking pass.

### **Principle 5: Limiting use, retention and disclosure**

We will only use or disclose personal information for the purposes for which it was collected and consented to, or as otherwise required by law. We will keep the personal information only for as long we need to serve those purposes, or as required by or allowed by law.

When we disclose or allow access to personal information within Chestnut, we will take the appropriate precautions to maintain the confidentiality of the information. This includes limiting the disclosure to what is reasonably required for the purposes listed in this privacy policy. We will attempt to satisfy requests for information in ways that do not disclose any personal information.

To process your monthly parking fees with your credit/debit cards, we use Moneris online payment solution, developed by Moneris Solutions Corporation, one of the largest and most trusted transaction processors in North America. You can read their privacy policy at [www.moneris.com/en/Legal/Privacy-Notice](http://www.moneris.com/en/Legal/Privacy-Notice).

We keep your personal information as long as we need to for managing the services we provide you and for a reasonable time thereafter in order to meet our legal, regulatory and tax requirements. We have retention standards, which meet these requirements. We destroy your personal information when we no longer need to retain it.

### **Principle 6: Accuracy**

We strive to keep your personal information in an accurate, complete, and as up-to-date form to properly satisfy the purposes for which it is to be used.

If you need to edit, update, or correct your personal information, you can contact Chestnut Residence Parking Office as outlined in the principle 10 of the policy.

### **Principle 7: Safeguards**

To protect your personal information from intrusion, release or misuse, we will use appropriate physical, administrative and technological safeguards that match the sensitivity of the information under our control.

Our employees who have access to your personal information are made aware of how to keep it confidential.

### **Principle 8: Openness**

We will make information about our policies and procedures and how we manage your personal information available to you.

### **Principle 9: Customer access**

If you send us a written request, we will tell you what personal information about you we have and how we use and disclose it. We give you access to the information, with certain exceptions allowed by law. You may verify the accuracy and completeness of your information and request changes, if appropriate.

### **Principle 10: Questions or inquiries**

If you have any questions regarding the Privacy Policy or your personal information, please feel free to contact a Manager of Building Operations:

- By email: [parking.chestnut@utoronto.ca](mailto:parking.chestnut@utoronto.ca)
- By phone: 416-977-0707
- By mail: 89 Chestnut street, Toronto, Ontario, M5G 1R1, Canada

### **Changes to the Privacy Policy**

In case of any changes in legislation, our personal information handling practices and other regulations and practices, we may revise our Privacy Policy to reflect these changes. The most current version of the policy will always be available at [www.chestnutparking.utoronto.ca](http://www.chestnutparking.utoronto.ca). You can find the revision date at the end of this document. By continuing to use our services, you agree to be bound by the revised Privacy Policy.

**Last revised: March 2021**