



SHEER VERVE

## Privacy Policy

CircusWest is committed to protecting the privacy and security of personal information held about its customers. Our purpose is to assure anyone who does business with us that CircusWest complies with BC's Privacy Act, and Canada's Anti-Spam Legislation. This policy explains how we collect, use, disclose and safeguard personal information.

### **COLLECTION OF INFORMATION**

CircusWest collects personal information only from:

- Members and participants
- Volunteers
- Attendees (directly or through the venue box offices and ticketing agencies)
- Donors
- Others who have shown an interest in the organization

This information is collected by a variety of methods: phone, mail, email, online, or in person.

### **USE OF INFORMATION**

CircusWest uses personal information to better serve our customers and to expand our community of support. This includes using the information:

- To deliver services to provide information about programming, tickets, events, membership and donations
- For service phone calls and e-mails
- For audit purposes

CircusWest is committed to using personal information in a respectful and useful way.

### **DISCLOSURE OF INFORMATION**

CircusWest treats its obligations with respect to the use and disclosure of personal information very seriously. Generally, we will only use or disclose personal information for the primary purpose that it was collected or for a purpose related to the primary purpose that you would reasonably expect it to be used. CircusWest will not sell, rent or share your personal information.

### **STORAGE OF INFORMATION**

Personal information is stored in our database(s) and in hard copy files. Only authorized personnel have access to this information. CircusWest uses personal information to better serve our customers and members and to expand our community of support.

### **ACCOUNTABILITY**

CircusWest does its best to ensure information is recorded accurately—if you notice any errors in our correspondence with you or if your personal information changes, please contact us at 604-252-3679 or [info@circuswest.com](mailto:info@circuswest.com) to update your file.

If you do not wish to be contacted by phone, mail or email, please contact us and we will ensure that your request is honoured.

If you have any questions about CircusWest's privacy policy or concerns about the way that your information is being used, please contact us.