

Canadian Elevator Industry Education Program – Privacy Policy

Last updated: **February 16, 2022**

About us

Canadian Elevator Industry Education Program (“we”, “us”, “CEIEP” or “our”) is committed to protecting your privacy and safeguarding your personal information. This Privacy Policy tells you how we collect, use, store, transfer and disclose your “personal information,” which is any information about “you” as an individual.

By providing your information to us, you acknowledge that you have read, understand, and agree to this Privacy Policy. If you do not agree with this Policy, please do not provide us with your information.

The Information We Collect

This Policy applies to the information we collect from users and visitors to our website (<https://ceiep-program.com/>) and from our students in other interactions this Privacy Policy applies only to the personal information that we collect or receive directly from you, your IUEC Local or your Local Area Committee.

We do not collect any information automatically on the website. We will collect the information you provide to us when you request access to the CEIEP eLearning portal. . This includes your first and last name, telephone number, email address, province of residence, and mailing address.

We will also collect information from you when you enroll/register with our program, either via a hard-copy application form or online on our website. The information we collect includes: your first and last name, email, telephone number, email address, province of residence, and mailing address. Upon registration, a Student ID will be created and assigned to you.

We will only collect information that is necessary and required for us to deliver our services to and communicate with you.

Student Only Portion of Website – eLearning portal

When you access the eLearning portal you will be asked to provide your Student ID and password.

How we may use your personal information

We use the personal information you provide to:

- register you as a student.
- communicate with you.
- provide you with information about the curriculum.
- respond to any questions you may have.
- administer the relationship between CEIEP and you as a student; your IUEC Local, your Local Area Committee, and regulatory authorities (apprenticeship and licensing purposes.)

We do not use your information to sell you any products or services.

How we transfer and disclose your information

Your information is only accessed by appropriate CEIEP personnel, your Local Area Committee and by a limited number of third-party service providers or designated external volunteers to administer the delivery of our services.

Other than as stated in this privacy policy, we will not disclose or transfer your personal information to any external organization unless we are required or permitted to do so by law or if we have your consent. For example, we may need to share certain information with our legal counsel, or we may be required to disclose certain information by Court Order.

We may also disclose your information to our trustees and regulatory authorities for questions related to your qualifications.

Security, Confidentiality, and Retention

We take all reasonable steps to protect the security and confidentiality of your personal information. Your information is stored in electronic files, and our security measures include restricted access to records, password protocols, and security software. CEIEP currently works with a third-party service provider who hosts the eLearning portal.

We have safeguards in place to ensure that your data is protected and will not be used beyond the purposes of CEIEP delivering services to you. Transmission over the internet is never completely secure and we cannot fully guarantee that your information will be. All data is hosted in Canada. Your data is not transferred outside the country but may be accessed by our third-party service providers within and outside of Ontario and Canada. We have contracts in place with all third parties to include provisions no less protective than this policy and applicable legal requirements.

We will retain your data for as long as you are a student and in accordance with our data retention policies and as required by law or by the laws or policies affecting regulators.

Cookies

We make only limited use of cookies on our website in order to assist the login process. We do not use third-party providers to analyze the use of our website.

Other Links

Please note that our Website may contain links to other websites operated by third parties. We do not control or influence the policies of those third parties. We encourage you visit the privacy policies of these third parties to find out more about their privacy practices and how they may collect, use, share and disclose your personal information.

Minors

We do not collect information from anyone under the age of eighteen (18) on the eLearning website or otherwise.

Access and Correction

If you wish to request access to your information, please contact us at the address indicated at the bottom of this policy. Similarly, if you think we may have incorrect information or if your personal information needs to be updated, please contact us.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time as we improve our Website or as technologies change. If we make a change to this Privacy Policy, this will be reflected in the above Last Update date. We will notify you of significant changes to this Policy by posting an update to our website or by contacting you directly.

Contact us

We will strive to keep all personal information complete, up-to-date, and accurate. You have the right to request to see and obtain a copy of your personal information and to request changes or corrections to inaccurate or incomplete information. We strive to address these requests within a reasonable time and in accordance with applicable law.

If you have any questions or concerns with respect to your personal information or our information practices, you may contact our Privacy Officer at:

1795 Ironstone Manor, Unit 3
Pickering, ON
L1W 3W9
P: 905-837-2347
F: 905-837-2349

Toll Free: 1-888-GO CEIEP