



CMA ONTARIO PRIVACY STATEMENT

Our Privacy Commitment

CMA Ontario may, from time to time, engage in a limited form of commercial activity that involves the collection, use or disclosure of your personal information. When we do so, we are committed to ensuring that your personal information is collected, used, held and disclosed in a manner that respects your privacy rights. Please note that CMA Ontario may change any part of its Privacy Statement at any time. Changes will be effective when it is posted on CMA Ontario's website.

What We Do

We understand that you may be concerned about the privacy of your personal information collected in the course of these commercial activities, and have prepared this Privacy Statement to briefly explain our information handling practices.

Privacy law is a rapidly evolving area, and our privacy policies are subject to review to maintain their currency and compliance with evolving law and policy in this area. This document is current as at April 1, 2011. For more detailed information about our practices, contact our Chief Privacy Officer.

Who to Contact

If you have any questions or complaints about our privacy practices, or wish to access, update or correct your personal information that we have on file, you may contact our Chief Privacy Officer:

By e-mail at:
agall@cmaontario.org

Or by telephone at:
416-204-3146
1-800-387-2991 extension 146
(8:30 a.m. – 4:30 p.m. Monday to Friday)

Or by mail at:
Andrew D. Gall, MBA, FCMA, C. Dir., A.C.C.
Vice President Corporate Services and
Chief Privacy Officer
CMA Ontario
25 York Street
Suite 1100
Toronto, Ontario M5J 2V5

1. What is personal information?

“Personal information” generally refers to information about an identifiable individual except the name, title, business address and business telephone number of an employee of an

organization. Some of the types of personal information that we collect for members include: your home contact information, email address, birth date, gender, member number, other memberships, educational background, year of designation, other designations, and financial information. If you are a non-member, some of the types of personal information that we collect include: information required to contact you, educational background, financial information, and any details of particular inquiries.

2. What are the purposes for the collection, use and disclosure of my personal information?

CMA Ontario may collect, use and disclose your personal information to fulfill our regulatory responsibilities; to administer your membership; to provide you with programs, products and services that you request; to provide you with information about programs, products and services that may be of interest to you; to monitor member needs and develop new or improved existing programs, products and services; to engage in research and other initiatives to advance the interests of the profession; and as required or permitted by law.

3. How does CMA Ontario obtain your consent?

By providing CMA Ontario with your personal information and/or by using our website, you are consenting to the collection, use and disclosure of your personal information in accordance with the terms of this Privacy Statement. In certain limited circumstances, we may rely on your implied consent. You may withdraw your consent, subject to contractual restrictions, by providing our Chief Privacy Officer with reasonable notice, in writing, at the address above. Further should you supply CMA Ontario with information regarding a third party, you represent that you are lawfully authorized to consent to the collection, use and disclosure of that third party information by CMA Ontario. You will indemnify and save harmless, CMA Ontario for any and all claims resulting from the collection, use and disclosure of information about a third party that you provide to CMA Ontario.

4. How does CMA Ontario collect your personal information?

We may collect your personal information directly from you when you inquire or apply to become a member of CMA Ontario, renew your membership, reply to surveys and questionnaires, call our offices, use our Web sites, and/or correspond with us.

5. How does CMA Ontario use your personal information?

We use only the personal information necessary for compliance with legal requirements and the purposes to which you have consented, which may include providing you with products or services, administering your membership in CMA Ontario, registering you for courses and administering your registration and training, and marketing and internal business purposes including administering and improving our Web sites.

6. Who has access to your personal information?

Your personal information is accessible only for the purposes for which you have consented and only by employees of CMA Ontario (or a national or provincial affiliate) and approved service providers who require access to the information for the purposes for which it was collected. We may also disclose your personal information if we are required to do so by law.

Where personal information is provided to service providers, we ensure that we obtain agreements from such providers that the information is only used for the purposes for which it is

provided, and that the security of such information is maintained through technological or physical means. Please note when providing information on-line that the internet is not a totally secure medium and CMA Ontario cannot guarantee that its security measures will always be completely effective.

7. Does CMA Ontario make sure that your personal information is accurate?

We use reasonable efforts to keep your personal information as accurate, complete and current as necessary for the purposes to which you have consented.

Where we collect the information directly from you, we rely on you to update us to ensure its accuracy.

8. What type of security does CMA Ontario use?

At CMA Ontario, we maintain the security of personal information through the use of safeguards that are appropriate to the form and sensitivity of the information. These safeguards may include physical locks, technological safeguards such as passwords or encryption, and procedural safeguards that ensure that we limit access to personal information on a "need-to-know" basis.

9. Can you access, correct or update your personal information?

You may access, correct or update any of your personal information that is collected, used or disclosed by us in the course of a commercial activity by making a request in writing to our Privacy Officer at the address above. When a request is made to us in writing, we will respond in a timely fashion. In the rare circumstance that we may not be able to give you complete access, we will explain why and explain any recourse you may have. If we correct or update information upon your request, we will, if necessary, disclose such information to organizations that were provided the prior information.

10. Retention and disposal of personal information

CMA Ontario keeps personal information only for as long as it is necessary for the purposes for which it was collected. We therefore may retain personal information for different lengths of time, depending on the nature of the personal information and the purposes for which it was provided to us. We dispose of information in a manner that ensures the continued security of the information.

What about CMA Ontario's Web sites?

We collect your personal information on our CMA Ontario Web sites only when it is voluntarily provided. We partner with other service providers to provide our members with enhanced services. These service providers may have access to the personal information that you provide with consent through our Web sites, and we ensure that we obtain agreements from such providers that the information is only used for the purposes for which it is provided, and that the security of such information is maintained through technological or physical means.

Cookies are small text files stored on your computer by Web sites that you visit. A cookie is not a program or a code and is not malicious in any manner. Cookies are a very important method for maintaining an application's ability to work interactively with a user. Some cookies are configured to stay permanently on your computer, and others are configured to be erased at the end of a Web session. CMA Ontario's cookies are erased at the end of each Web session.

CMA Ontario Web sites require cookies be accepted by the computers of the individuals accessing them. If you wish, you may decline or delete cookies. If you decline or delete the cookies, you may not be able to access or run certain applications that are on our Web sites.

CMA Ontario's Corporate Web site collects information such as browser type, operating system, geographical locations and site usage patterns. This information is useful to us in designing our Web site so that we can serve you better. This information does not personally identify the user. The cookie associated with the collection of this information will expire as soon as the Web session is terminated.

CMA Ontario's Strategic Leadership Program Web site generates a transient cookie (session cookie), a cookie that is stored in temporary memory and erased when the user ends their Web session. Session cookies do not collect information from the user's computer. They allow our computers to differentiate between multiple, simultaneous users and their individual data requests while they are online.