

Privacy Notice

Last Updated: **February 1, 2017**

The Memorial Society of BC (MSBC) is committed to protecting your personal information. This Notice describes the privacy and confidentiality practices and commitments for the operation of MSBC and our website memorialsocietybc.org (the “Services”).

MSBC helps its members to plan funerals that are simple, dignified and affordable. The Services provide information, resources and support for end of life arrangements. During the course of various MSBC activities, we collect, use and disclose a variety of personal information. We have established this policy in compliance with the Personal Information Protection Act of British Columbia (PIPA) so that the personal information of all our stakeholders is protected.

Accountability

MSBC’s Privacy Officer is responsible for the creation, oversight and implementation of our privacy management program and procedures to protect personal information, for receiving your privacy-related questions and for providing you with information about our privacy practices.

You can contact our Privacy Officer at:
205 - 640 West Broadway
Vancouver, BC Canada, V5Z 1G4
Email: info@memorialsocietybc.org

Practices

You own the personal information you submit to MSBC and can review, edit, or remove it at any time. We collect, use and disclose information (which may include personal information) to:

- Create member accounts;
- Record end of life arrangements;
- Deliver the Services, which includes providing referrals to funeral providers;
- Add individuals to our mailing list;
- Contact members to provide services;
- Process donations; and
- Comply with any laws, regulation, court orders, subpoenas, or other investigation and to protect other individuals and MSBC from harm.

We explain the reason for collecting your personal information and how it will be used before or when we collect it and collect only the personal information necessary.

We use or disclose personal information only for the purposes described, with your consent, as permitted or required by law.

Under certain circumstances, MSBC will disclose your personal information:

- When we are required our authorized by law to do so, for example if a court issues a subpoena;
- When you have consented to the disclosure;
- When providing the Services requires us to give your information to a third party your consent will be implied, unless you tell us otherwise; or
- Where it is necessary to establish or collect amounts owed to us.

We keep your personal information only as long as it is necessary for the purposes it was collected for or required by law.

We inform you of the existence, uses and disclosure of your personal information and give you access to that information if you request it. If you believe any personal information is inaccurate or incomplete we will assist you with corrections.

We generate aggregated and de-identified data from your use of the Services, such that no individual can be uniquely identified or linked to the information. Aggregate/de-identified data is the property of MSBC.

You are free to withdraw consent for use of your personal information at any time and without penalty by contacting our Privacy Officer at info@memorialsocietybc.org.

Security Safeguards

The privacy and security of your personal information is of great importance to us. We use administrative, technical and physical safeguards to protect your personal information against loss, theft, and unauthorized access, use, disclosure, copying, modification, disposal, or destruction in accordance with applicable legal requirements and industry best practices. For example, we limit who has access to personal information to only those with a need to know.

Email and Internet Security

There is no 100% secure method for communicating online. Information that is submitted over the Internet, including through a website or email, is subject to interception or incorrect routing. Please consider this when you are sending any personal information via email or other electronic means.

At any time, you can opt-out of most email communication from us by clicking on the unsubscribe link at the bottom of our emails.

Cookies

MSBC uses “cookies”, which are small files placed on your computer when you visit our website. Cookies allow us to track the use of the website and users’ preferences in order to improve our Services and understand more about our visitors. The cookies don’t collect personal information

and are temporary in nature, so the information disappears as soon as you close your browser window.

Accepting cookies in your web browser is not required; however, some functionality may be disabled if you decline.

Links

It's important to guard your privacy when you are online. The MSBC website uses links to third party websites for your convenience and information. If you link to outside websites you are subject to the privacy policies of those websites, which are beyond the control of MSBC. You should review their privacy policies to learn more about what, why and how they collect and use personal information.

Updating our Privacy Notice

We regularly review our privacy practices and, from time to time, update our Privacy Notice but we will not reduce your rights under this Privacy Notice without your explicit consent. If we make changes we will post the new version on this website and indicate when the Notice was last updated.

We encourage you to periodically review our Privacy Statement for the latest information on our privacy practices and to contact us if you have any questions or concerns.

Contact Us

MSBC's Privacy Officer is responsible for receiving your privacy-related questions. You may send us your privacy-related questions or challenge our compliance with our Privacy Notice or BC privacy laws by submitting your concern to:

205 - 640 West Broadway
Vancouver, BC Canada, V5Z 1G4
Email: info@memorialsocietybc.org