

CarShare Privacy Policy

This Grand River CarShare and Hamilton CarShare (herein referred to as “the Co-op”) Privacy Policy follows the ten principles of the Personal Information Protection and Electronic Documents Act. The Act balances a member’s right to privacy of personal information with the need of the organization to collect, use, or disclose personal information for legitimate business purposes.

1. Accountability

The Co-op is responsible for protecting the personal information it collects for the purposes of providing car sharing services to its members.

The Co-op’s Privacy Officer is:

Executive Director
7-29 King St E
Kitchener, ON N2G 2K4
519-578-1895

info@grandrivercarshare.ca or info@hamiltoncarshare.ca

2. Identifying purposes

The Co-op will only collect information that is necessary to:

- invoice members for services delivered by the Co-op;
- ensure that members meet the requirements of the Co-op’s insurance policy;
- contact members to provide updates and information regarding services;
- determine usage patterns of the Co-op’s vehicles to inform decisions on how to improve services and of where to locate future Co-op vehicles; and,
- use in case of member or vehicle emergencies.

3. Consent

By signing the member application, and subsequently becoming a member, the person gives the Co-op explicit permission to use their personal information for the purposes identified in #2.

4. Limited Collection

The Co-op will only collect information that is necessary to deliver services and information to members.

5. Limited use, disclosure and retention

Members can expect that the Co-op will only use their personal information for the purposes outlined in #2, or as required by law.

The Cooperative Corporations Act has provisions that allow members to have access to member contact info for the purpose of conducting Co-op business. Any other request for personal information by a third party will be referred back to the member for written permission. All personal information that is no longer needed for the purposes required will be shredded or electronically deleted.

6. Accuracy

Members must inform the Co-op of any changes in their personal information, including their contact information and driving record. The Co-op will try to keep members’ personal information as complete and accurate as is necessary and reasonably practical for delivering carsharing services.

7. Safeguards

All written personal information regarding members is kept in a locked office. Security is further ensured by careful storage and password protection of electronic data.

The Internet is not a secure medium of communication. Therefore, the Co-op will not use e-mail or voice mail to communicate personal information. Members must give the Co-op permission to send their monthly invoices over the Internet.

8. Openness

The Co-op will inform all members of this Privacy Policy and any changes that are made to it. Any questions about this policy should be directed to the Co-op's Privacy Officer.

9. Individual access

Upon written request, the Co-op will inform members of the existence, use, and disclosure of their personal information, and give them access to it. Members may challenge the accuracy of the information and have it amended as appropriate.

10. Providing recourse

Issues regarding compliance with the Co-op Privacy Policy should be addressed in writing to the CarShare's Privacy Officer. The Privacy Officer may delegate this responsibility to another Co-op staff or Director. A response will be given to the member within 30 days.