

Online Policy

Our Commitment

Dufferin County is committed to respecting your privacy and protecting your personal information. This Privacy Statement explains the current information management practices on our websites.

The handling of all personal information by Dufferin County is governed by the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#). We are committed to protecting your privacy whether you are browsing for information or conducting business with the County electronically.

Our Long Term Care Facility also ensures that your personal health information is private, confidential and secure through the [Personal Health Information Protection Act \(PHIPA\)](#).

When you visit our websites, we will not collect your personal information unless you choose to use and receive online products and services that require it. For transactions with county departments involving credit cards, county systems use up-to-date security protocols to ensure the integrity and confidentiality of information and systems.

You Have Choice

If you choose not to use the Internet to provide personal information to a county department, you can contact the department by telephone, fax, mail or in person. (Not all options may be available in every situation.)

Important Notice

Some of our Websites link to other sites created and maintained by other public and/or private sector organizations. We provide these links solely for your information and convenience. When you link to an outside Website, you are leaving a Dufferin County Website and our information management policies no longer apply.

Refunds

If you have any questions with regards to refund, please contact the Corporation of the County of Dufferin at 519.941.2816 ext 2802 (Monday – Friday (excluding holidays) 8:30 am to 4:30 pm) or in person at 55 Zina Street, 2nd Floor, Orangeville, ON L9W 1E5.

Copyright and Disclaimer

Liability Disclaimer

All information contained on the Dufferin County websites are provided for your convenience only. Dufferin County does not accept any responsibility for damages or expenses incurred as a result of reliance thereon. Every effort has been made to ensure the information contained within the Dufferin County websites is correct and Dufferin County accepts no responsibility for any errors, omissions, or inaccuracies.

Information on our websites is not intended to constitute advice nor is it to be used as a substitute for advice from a licensed professional.

Dufferin County reserves the right to discontinue, change or modify this site at any time without advanced warning. In the case of a difference between the version presented on the website and the version of content in the County's records, the County's records shall be deemed to be correct.

Dufferin County will not be liable for damages arising from, but in no way limited to, the transmission of confidential information over the Internet.

Dufferin County reserves the right to edit, delete, modify or change any material sent or posted to its websites in whole or in part at its sole discretion.

By using these websites you agree to use the information contained therein for personal non-commercial use only, and will not use data obtained from the websites for solicitations, commercial or otherwise; use any data obtained from the websites as part of a commercial product, service or content offering; sell or otherwise distribute any data obtained from the websites.

Copyright

Canadian copyright law protects these websites and the material and images appearing within it. Such website materials and images may not be copied, published, distributed, downloaded or otherwise stored in a retrieval system, transmitted or converted, in any form or by any means, electronic or otherwise, without the prior written permission of the copyright owner.

Links to Third Party Sites

The sites to which links are provided on these websites are not under the control of Dufferin County. Dufferin County is not responsible for and makes no representations or warranties concerning the contents of any linked site or any link contained in the linked site. The Dufferin County websites provide links to you only as a convenience, and the inclusion of any link does not imply endorsement, investigation or verification by Dufferin County of the linked site.

Website Accessibility Statement

We have endeavored to make the Dufferin County websites accessible to all users. We are continually incorporating into our website the Universal Accessibility concept to serve our large audience by following guidelines set out by the AODA - The Accessibility for Ontarians with Disabilities Act.

The Dufferin County websites are compatible with screen readers and other assistive technologies. However, this is an ongoing process and it is possible that some users may encounter problems accessing some pages. External documents are provided throughout our websites for informational purposes and are in PDF Format. If the material you require is not accessible, please [contact Dufferin County](#) to obtain the information in an accessible format.

We are committed to making the documents on our websites accessible to the widest possible audience. Documents on our websites are presented in many formats. These formats are generally accessible to users using screen reading software. Many files are posted as Adobe Acrobat PDF (Portable Document Format) files.

In cases where we are providing PDF files without an alternative web version or MS Word document version, users with visual disabilities can [click here for free access to software from Adobe](#) which will make reading PDF files easier

Privacy Statement

Thank you for visiting this Dufferin County Website and reviewing our online Privacy Statement in detail. Respecting your privacy and protecting your personal information in an online environment is a priority for us. Dufferin County's management of personal information is governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

This Privacy Statement explains our current practices regarding what information County departments may collect, use, and secure when you visit our Websites. In addition, some departments may post further detailed statements related to their specific programs. Those statements supplement this Privacy Statement.

Our Privacy Statement covers the following topics:

Scope

What Kind of Information is Collected When You Visit Our Websites?

What Happens When You Send Us Personal Information Online?

How Do We Use Cookies?

Security

Can I use material from County Websites?

What Steps Can I Take to Protect My Online Activities?

Why Personal Information is Collected

Use and Disclosure of Personal Information

Correcting/Changing Personal Information

Contact Information

Scope of Privacy Statement

This policy covers the websites that are owned and operated by the Corporation of the County of Dufferin. This includes but is not limited to:

www.dufferincounty.ca

<http://www.dufferinmuseum.com>

What Happens When You Send Us Personal Information Online?

You may choose to provide us with personal information such as your name, address, phone number, e-mail address and credit card number, if you wish to:

Submit an e-mail, comment, question or request or subscribe for information online;
Request a service, product, or fill out a registration or permit form online;
Provide feedback, participate in consultations or surveys online; or,
Conduct e-commerce transactions with a ministry or agency.

When you visit a County department's Website, any personal information you provide will be used to respond to your message and/or provide you with the requested service or product. The collection of personal information by County departments is in accordance the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The Act authorizes County departments to collect only the personal information that is necessary for the administration of a County program. At the time the information is collected, you will be informed of the specific purpose for which it is being collected.

Security

The County's security practices are continually evolving to ensure that the integrity and confidentiality of information and systems are maintained. The County uses up-to-date security safeguards to protect its networks and Websites from misuse, alteration, copying, disclosure, destruction, monitoring or unauthorized sharing of information and damage. The County's safeguards include the use of security software and encryption protocols and involve physical, technical and procedural controls to protect information behind the County firewall.

Can I use material from County Websites?

In order to ensure compliance with Canadian Copyright Laws, please contact the Department responsible for any material you wish to copy or use from County web pages. This includes but is not limited to any text, graphics, design elements, photos and movie clips. You may not use any of these elements without the express written permission of the County.

Why Personal Information is Collected

The County collects and retains personal information for the following reasons:

- To process your requests for services, products or additional information
- To communicate with you regarding services that you have requested
- To meet legal and regulatory requirements

Use and Disclosure of Personal Information

Dufferin County is the sole owner of the information collected on the site. The County does not use or retain personal information that you provide for any secondary purposes unless you have first been notified and your permission has been obtained. The County will not sell, rent, share or otherwise disclose your personal information to any organization or individual outside the County unless you are first notified and your permission is received, except in the following circumstances. The County may disclose your personal information:

To companies contracted to process your requests
For law enforcement purposes
For purposes of acting in emergency situations affecting the health or safety of an individual
For the purpose for which the information was obtained
As otherwise authorized or required by law

Correcting/Changing Personal Information

You have a right to access your personal information collected by Dufferin County. You are entitled to request correction of your personal information if you believe it contains an error or omission. You are entitled to require that a statement of disagreement be attached to the information reflecting any correction that was requested but not made. You are entitled to require that any person or body to whom the personal information has been disclosed within the year before the time a correction is requested or a statement of disagreement is required be notified of the correction or statement of disagreement.

To make a request, please contact our Deputy Clerk by e-mail at mdunne@dufferincounty.ca

Contact Information

Questions or comments regarding this policy, or the administration of the Municipal Freedom of Information & Protection of Privacy Act at Dufferin County may be directed to the Clerk by e-mail to clerk@dufferincounty.ca or calling 519-941-2816 ext. 2503 or writing to:

The County of Dufferin
Clerks Department
55 Zina Street
Orangeville, ON L9W 1E5
