



CAMP NORTHLAND
Privacy and Communications Policy
Updated June 2024

PRIVACY AND COMMUNICATIONS

Staff will have access to private family and camper information as needed in order to best care for each camper and provide the safest camper experience. Staff acknowledge that the use and collection of private information is restricted by our privacy policy 2019, and as amended from time to time, and information accessed can never be used for any other or inappropriate purpose.

Staff also acknowledge and warrant that they will never use their own private email, phones or social media accounts to conduct or comment on camp business. Staff are hereby informed that breach of this privacy and communication policy would constitute a material breach in employment expectations and be grounds for immediate dismissal.

Camp Northland is committed to keeping the personal information of our campers, staff, families, and clients accurate, confidential, secure, and private. Our Privacy Policy has been designed to inform families, clients, staff, and third parties of Camp Northland of our commitment and recognition to meet the terms and spirit of generally accepted privacy expectations for camps of similar size and scope.

ABOUT YOUR PRIVACY

At Camp Northland, your privacy is, and always has been, very important to us. We are dedicated to providing you with excellent experience at Camp while protecting your privacy and safeguarding your personal information.

ACCOUNTABILITY

Camp Northland controls and centralizes the collection and distribution of information. However, we do transfer personal information to third parties for processing (i.e., the CampBrain or Camp Minder data management systems and related payment providers), data enrichment, demographics understanding and expanding our client base.

WHY DO WE COLLECT PERSONAL INFORMATION?

We collect information about your camper and family so that we can provide the best and safest experience for your child at Camp. We also collect and share information to support growth and sustainability of the camp. Personal information allows us to ensure the safety and welfare of the children in our care and building the strongest and most sustainable camp.

We use personal information to share updates with our families and clients about news and other events at Camp. We also use personal information for business demographics and community analysis, and to provide statements of account to families when requested to do so.

WHAT INFORMATION DO WE COLLECT?

The personal information we collect shall be limited to that which allows us to run a safe Summer Camp, and which helps us provide campers and other clients with a safe experience always with a view to further growth and sustainability of the camp and understanding our market. The information that we collect includes: The Camper Application requests names, addresses, telephone numbers, and email addresses for regular contact thorough the year and in cases of emergency.

Custody information that is important for camper safety and welfare. Health Information Form requests personal health information about the camper as required by camp policies and/or the local Health Department. Other health and behavioural information (i.e. special needs, mental health information, allergies, medical history etc.) is necessary for the counsellor, nurses, and program leaders to provide the best care for your child. We may also collect other personal information orally or electronically throughout the year to support these purposes without limitation.

CONSENT TO USE PERSONAL INFORMATION

We may obtain your express consent to use personal information, or we may determine that consent has been implied by the circumstances. Consent could be in writing such as: signed application form, signed health form, submitted e-forms online, parent manual/packet disclosures, or verbally in person or over the telephone.

Providing us with your personal information is always your choice but failure to do so may limit participation or void registration. As part of the application process, we ask that you provide information that allows us to provide the best care for your child. In doing so, you consent to our collection, use and disclosure to appropriate third parties of such personal information for these purposes.

USE, DISCLOSURE, AND RETENTION OF INFORMATION

Camp Northland only uses and discloses the personal information in order to fulfill the identified purposes except when required by law. Staff members whose job functions or responsibilities require personal information have access to all of your information.

KEEPING YOUR INFORMATION ACCURATE

It is important that your personal information is accurate and complete. Having accurate information about your family and child allows us to provide the very best Camp experience. You have the right to access, verify and amend the information we have about your family. We rely on you to keep us informed of any changes, such as a change of address, phone number, email address, the health of your child or anything else – simply contact our Thornhill Office (905-881-0018) and let us know about any changes.

KEEPING YOUR INFORMATION SAFE

We use electronic and procedural safeguards to protect our systems and all personal information under our control against unauthorized access and use.

CHANGES TO OUR PRIVACY POLICY

If we decide to change any part of our Privacy Policy we will post those changes here and in places we deem appropriate, so that you can be aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. You will always have a choice as to whether or not we can use your information.

YOUR RIGHT TO ACCESS YOUR PERSONAL INFORMATION

You have a right to access your personal information that we have in our possession. On written request to the Camp Director, a client is informed of the existence, use and disclosure of their personal information that is under our control, and may be given access to that personal information as required and permitted by law. You may challenge the accuracy and completeness of that personal information and request that it be amended, if appropriate.

Staff must communicate and respond to families in a timely and professional manner as per the expectations communicated to our families in the parent manual/packet. Communication tools are limited to the camp phone lines and the dedicated staff email account using the 'campnbb' domain.