

# RESTORATIVE APPROACH



## PRIVACY POLICY

Restorative Approach Inc. (“Restorative Approach”, “us”, “our”, “we”) provides support based on traditional restorative practices to strengthen relationships and resolve conflict. We bring this advice to our clients through educational services, conflict services, and consulting work (“the Services”).

### SCOPE

This Privacy Policy governs our practices regarding the use and collection of data and personally identifiable information obtained through our website, [www.restorativeapproach.ca](http://www.restorativeapproach.ca) (“the Site”), or other interactions with us. Personally identifiable information is any information about a person that can lead to their identity. Your right to privacy is governed by federal privacy legislation. This Privacy Policy adheres to Canada’s Anti-Spam Legislation, RSC 2010, c 23 and the Personal Information Protection and Electronic Documents Act, RSC 2000, c 5, each as amended from time to time.

### APPLICATION

Restorative Approach respects your privacy and is committed to protecting it by complying with this policy.

This policy applies to information we collect, use, or disclose about you:

- On this Site;
- In email, text, and other electronic messages between you and this Site; and
- When you interact with our advertising and applications on third-party websites and services if those applications or advertising include links to this policy.

By accessing or using the Site you agree to be bound by the Terms and Conditions of Use ([www.restorativeapproach.ca](http://www.restorativeapproach.ca)) and our Privacy Policy and accept all legal

consequences. If you do not agree to this Privacy Policy and/or the Terms and Conditions in whole or in part, please do not use the Site.

## WHAT DO WE COLLECT?

We will collect limited personal information from you, including your first and last name, address, phone number, email address and subject of inquiry (e.g. information requests), preferred means of communication, your interaction with our Site, and other information you provide to us.

Squarespace is our Site host provider. By using our Site, Squarespace will collect functional and necessary cookie information from you. These cookies are used to store information including visitors' preferences, and the pages on the Site that the visitor accessed or visited. Some cookies are necessary to allow you to browse our Site, use its features, and access secure areas. You can set your browser to notify you before you receive a cookie, giving you the chance to decide whether to accept it. You can also set your browser to turn off cookies. If you do, however, you may experience a degraded experience with us.

We use HoneyBook to manage, book, and bill our clients. HoneyBook will collect financial information from you if you engage our services and use the e-commerce platform on our Site. Please visit HoneyBook's [Privacy Policy](#) to learn more.

## HOW IS MY INFORMATION COLLECTED?

We may collect this information in various ways, including through your interaction with our Site and through your communications with us.

Information is collected through direct interactions with you when you provide it to us, for example, by filling in forms or corresponding with us by phone, email, or otherwise. Information is also collected through automated technologies or interactions as you navigate through our Site. Information collected automatically may include usage details, IP addresses, and information collected through cookies.

## HOW IS MY INFORMATION USED?

We may use your information to contact you, to respond to your inquiries, improve our Services, and/or to otherwise correspond with you in accordance with

applicable laws. We do not sell, rent or disclose your personal information to third parties without your consent, unless it is required by law.

## CONSENT

By submitting your personal information or engaging with our Site, you consent to this collection, use, and storage as set out in this policy.

Subject to legal and contractual requirements, consent can be withdrawn at any time. If consent is refused or withdrawn, we may not be able to continue to provide services or information.

To withdraw consent, please contact us at [shila@restorativeapproach.ca](mailto:shila@restorativeapproach.ca) so we can assist you.

## LIMITS OF COLLECTION

We will limit the collection of information to that which is reasonable and necessary for our purposes. However, we will also collect information as is otherwise required by law.

## HOW LONG IS MY DATA STORED?

Except as otherwise required by applicable law or regulation, we will only retain your personal information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## SECURITY MEASURES

Our Site uses industry standard measures to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Site.

## PRIVILEGE

THE RELATIONSHIPS FORMED BETWEEN RESTORATIVE APPROACH AND ITS CLIENTS IS NOT AKIN TO THE RELATIONSHIP BETWEEN A PRACTICING SOLICITOR AND THEIR CLIENT. INFORMATION SHARED WITH OUR ADVISORS WILL NOT BE PRIVILEGED.

Restorative Approach takes extensive measures to protect the privacy and confidentiality of our clients. However, this information is not privileged under the law and cannot be protected by solicitor-client privilege. Further, we may be

compelled by municipal, provincial, or federal law to release information regarding certain matters, such as incidents of child abuse, abuse of an elderly or incapacitated person and threats of physical violence, and confidentiality does not extend to these matters.

## THIRD PARTIES

From time to time, we may work with other companies to provide services on our behalf, such as website hosting services, marketing services, other services as required. We will update this Privacy Policy and notify you when we do so.

## CHANGES TO THE POLICY

We may update this Privacy Policy periodically to reflect changes to our privacy practices. We encourage you to periodically review this page to ensure you are familiar with those changes.

## QUESTIONS

For all inquiries or comments regarding this Privacy Policy or the handling of your personal information, please contact us at [shila@restorativeapproach.ca](mailto:shila@restorativeapproach.ca) so we can assist you.

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