

TEEN RANCH



Privacy Policy

The following sets out the privacy policies for Teen Ranch with respect to our collection, use, and disclosure of personal information, including in respect of websites that we operate such as www.teenranch.on.ca. This Privacy Policy may be updated by Teen Ranch with reasonable notice by posting on the www.teenranch.on.ca website or by email.

In this Privacy Policy, “personal information” means any information about an identifiable individual, as further defined under applicable Canadian laws.

Collection and Use of Personal Information

Teen Ranch collects personal information from customers and others (an “Individual”) when an Individual requests information, purchases products, registers for programs, and may from time to time collect additional personal information in the course of providing these services and/or products. Teen Ranch uses this personal information as is reasonably required to provide the requested services, products, or information, and as is otherwise required or permitted by applicable laws, including the following:

- Teen Ranch also collects personal information from an Individual where the Individual submits an application for programs operated by Teen Ranch or for an employment opportunity. Teen Ranch uses submitted personal information as is reasonably required to assess the Individual’s eligibility in the Programs and to advertise and promote the Programs or to assess the Individual’s suitability for employment at Teen Ranch.
- Depending on which services an Individual has subscribed to Teen Ranch may use the Individual’s contact information to provide publications or to provide bulletins and/or updates regarding products and services. Personal Information, such as a contest winner’s name, city of residence, and prize winnings, may be published in connection with contests. Except as otherwise provided under this Privacy Policy or as consented to by an individual, Teen Ranch does not disclose any personal information to third parties for the purpose of marketing third party products or services.
- Our website, www.teenranch.on.ca (the “Site”) may allow an Individual to make publicly available personal information about themselves and others, including without limitation, photos and videos of himself or herself and of others. By making publicly available his or her personal information on the Site, the Individual consents to the publication of such personal information. By publishing personal information about another individual, the Individual represents that he or she has, where required by applicable privacy laws, obtained the consent of such individuals to publish such information.
- Personal information about an Individual, including credit card or other financial information, is collected when an Individual registers online, by phone or in person for Services. Teen Ranch uses such personal information as is reasonably necessary for operating and managing the Services, including without limitation, processing registrations, billing credit cards, or contacting Program participants.
- Teen Ranch may use customer information for additional purposes that will be identified at or before the time that the information is collected. Teen Ranch will retain the personal information only as long as necessary for the purposes outlined in this Privacy Policy or as required or permitted by law.

Disclosure of Personal Information

Teen Ranch will not disclose, trade, rent, sell or otherwise transfer personal information for purposes other than as those set herein, except with an Individual’s consent or as required or permitted by law.

Teen Ranch may disclose personal information as follows:

- to third-party service providers or agents who provide services to or on behalf of Teen Ranch (which third parties are obligated to maintain confidentiality and security of the personal information and are restricted from using such information other than as authorized by Teen Ranch or as otherwise permitted by law)
- to law enforcement agencies for the purposes of investigating fraud or other offences, in connection with the prevention or investigation of suspected fraudulent activities or harm to individuals or property, to

establish or exercise our legal rights or defend against legal claims, or in connection with an emergency that warrants use or disclosure of the information

- to legal, financial, insurance, and other advisors, and
- as consented to by an Individual from time to time, including to fulfill any other purposes that are identified when the personal information is collected.

Teen Ranch will not use or disclose personal information for purposes other than those for which it was collected, except with an Individual's consent or as required or permitted by law. Consent may be express or implied, and given in writing by using or not using a check-off box, electronically, orally, or by the Individual's conduct, such as use of the services or products.

Cookies and IP Addresses

Teen Ranch uses an Individual's IP address to help identify an Individual, gather broad demographic information about users of the Sites, diagnose problems with Teen Ranch's systems, and administer the Sites. Depending on a user's browser settings, the Sites may use cookies to deliver content according to the Individual's preferences and to save the Individual's password so that the Individual is not required to re-enter it while the Individual uses the Sites.

Security

Teen Ranch protects against the loss, misuse, and alteration of personal information with security measures appropriate to the sensitivity of the information, including through the use of physical, organizational, and technological measures and appropriate training of employees.

Teen Ranch engages third party service providers to provide hosting, data storage and data retention. Either Teen Ranch or such third party service provider may use servers for such purposes located in the United States or another foreign country. The personal information of an Individual may be processed and stored in the United States or such other foreign country, and the governments, courts or law enforcement or regulatory agencies of that country may be able to obtain disclosure of personal information through the laws of the foreign country.

Opt-Out

When appropriate, Individuals are given the opportunity to (i) opt-out of receiving communications from Teen Ranch, (ii) remove their personal information from Teen Ranch's records, or (iii) elect to no longer receive services from Teen Ranch. If an Individual wishes to opt-out of receiving further communications, please contact the Privacy Officer using the contact information provided below.

Corrections/Contact

An Individual may contact the Privacy Officer to modify or correct any of his or her personal information that is under Teen Ranch's control. An Individual may also direct a written complaint regarding compliance with this Privacy Policy to the Privacy Officer and, within a reasonable time upon receiving the written complaint, the Privacy Officer will conduct an investigation into the matter. Within a reasonable time of concluding the investigation, the Privacy Officer will respond to the complaint and, if appropriate, Teen Ranch will take appropriate measure necessary to rectify the source of the complaint.

Contact

If an Individual has any questions about this Privacy Policy or Teen Ranch collection, use, disclosure, or retention of the Individual's personal information, please contact the Privacy Officer as follows:

Teen Ranch

Attention: Privacy Officer

Address: Box 77, Caledon, ON, L7K 3L3

Email: info@teenranch.on.ca

Fax: 519-941-0500