



Privacy Policy & Terms and Conditions

Effective Date: March 10, 2025

Professional Organizers in Canada (“POC”)

At POC, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable Canadian laws. It also includes specific provisions regarding photo/video releases for events, membership terms and refunds (subject to our Code of Conduct and Ethics), and event cancellations.

1. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, mailing address.
- **Event-Related Information:** Registration details, attendance records, dietary preferences, or other event-specific data.
- **Membership Information:** Payment details, membership status, preferences, and directory listing details (e.g., “Find an Organizer”).
- **Photos and Videos:** Images or recordings captured during events (see Section 6 for details).
- **Website Usage Data:** IP address, browser type, and pages visited (collected via cookies or analytics tools).

We collect this information when you:

- Register for events or memberships.
- Contact us via email, phone, or our website.
- Attend our events or participate in activities.
- Visit our website (organizersincanada.com).

2. How We Use Your Information

Your personal information may be used to:

- Process event registrations and membership applications.

- Communicate updates, newsletters, or promotional materials (with your consent).
- Manage event logistics and ensure a positive experience.
- Document events through photos and videos (see Section 6).
- Maintain the “Find an Organizer” directory for active members.
- Enforce our Code of Conduct and Ethics as it pertains to membership status.
- Improve our services and website functionality.
- Comply with legal obligations under PIPEDA and other regulations.

3. Disclosure of Your Information

We do not sell or rent your personal information. We may share it with:

- **Service Providers:** Third parties (e.g., support staff, payment processors, event platforms) who assist us, bound by confidentiality agreements.
- **Event Partners:** Co-organizers or sponsors, only with your consent or as necessary for event delivery.
- **Legal Authorities:** When required by law or to protect our rights and safety.
- **Volunteers:** As POC is a volunteer run association your information may be shared with the Board of Directors, National Committee volunteers and/or community leader volunteers. All volunteers are bound by confidentiality agreements.

4. PIPEDA Compliance

Under PIPEDA, you have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correct:** Update or correct inaccurate information.
- **Withdraw Consent:** Opt out of certain uses of your information (e.g., marketing emails).

To exercise these rights, contact us at [insert contact email/phone]. We will respond within 30 days, as required by PIPEDA.

5. Security of Your Information

We implement reasonable physical, technical, and organizational measures to protect your information from unauthorized access, loss, or misuse. However, no system is 100% secure, and we cannot guarantee absolute security.

6. Photo/Video Releases for Events

By attending our events, you consent to being photographed or recorded (video/audio) for promotional, archival, or documentation purposes. These materials may be used on

our website, social media, or other marketing channels. If you do not wish to be included:

- Notify us in writing before the event at website-poc@organizersincanada.com
- Avoid areas designated for photography or recording, where possible.
- If virtual, turn off your camera.

We will make reasonable efforts to accommodate opt-out requests but cannot guarantee exclusion from all incidental captures.

7. Membership Terms and Refund Policy

Membership in POC is subject to the following terms:

Membership Fees: The annual membership fee for POC is CAD \$270.00, payable yearly. In addition, a one-time administrative fee of CAD \$50.00 shall be charged upon initial enrollment.

Payment Terms: POC accepts only online payments for membership fees and administrative fees. No other payment methods shall be accepted.

Code of Ethics: Membership is contingent upon adherence to POC's Code of Ethics, a copy of which is available upon request or at [Code of Ethics](#). Violations of the Code of Ethics may result in membership cancellation as outlined below.

Non-Renewal: Should a member fail to renew their membership by the expiration date, their name shall be automatically removed from the "Find an Organizer" directory without further notice.

Right to Cancel Membership: POC reserves the right to cancel any membership at any time, with or without cause, at its sole discretion. Such cancellation may occur, without limitation, due to a breach of the Code of Ethics, non-payment of fees, or any conduct deemed detrimental to POC's mission or reputation. Upon cancellation by POC, no refund of membership fees or administrative fees shall be provided unless otherwise required by applicable law. Members will be notified of cancellation via email or other reasonable means.

Refund Policy: Membership fees, administrative fees, and course fees are generally non-refundable. Notwithstanding the foregoing, POC may, at its sole discretion, consider a refund of the membership fee (CAD \$270.00) if a written request is submitted to [insert contact email] within three (3) business days of the payment date. The one-time administrative fee (CAD \$50.00) is non-refundable under all circumstances. No refunds shall be issued after the three (3) business day period, except where required by applicable law.

8. Event Cancellations

If POC cancels an event, registrants will be notified via email or phone, and a full refund (including any administrative fees) will be issued within 14 business days.

If a registrant cancels their event registration, refunds are subject to the specific cancellation policy communicated at the time of registration.

POC shall not be liable for incidental costs (e.g., travel, accommodations) arising from event cancellations.

9. Cookies and Tracking

Our website uses cookies to enhance user experience and analyze traffic. You can disable non mandatory cookies in your browser settings, though this may limit site functionality. For details, see our Cookie Policy (#).

10. Third-Party Links

Our website or communications may contain links to third-party sites. We are not responsible for their privacy practices and encourage you to review their policies.

11. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date. For significant changes, we will notify you via email or website announcement.

12. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy, your personal information, or the Code of Ethics, please contact:

Professional Organizers in Canada

Email: poc-president@organizersincanada.com