

Privacy Policy

1. Introduction

NetSoft College of Technology fully understands and supports the student provisions, which include confidentiality, set out by the *Freedom of Information and Protection of Privacy Act* (FIPPA). While managing student records, NetSoft promises to ensure privacy is protected and to fully abide by the guidelines of the act. NetSoft employees are committed to and accountable for the protection and proper use of students' Personal Information. "Personal Information" is personally identifiable information, such as an individual's name, address, email address, telephone number, Social Insurance Number, birth date, and gender. Students provide Personal Information when enrolling in a NetSoft course or requesting information about a course. Business contact information, such as the name, title, business address, email address, or telephone number of a business or an employee of an organization, is not considered to be Personal Information. "Non-Personal Information" is information of an anonymous nature, such as aggregate information, including demographic statistics.

2. Use of Personal Information

Personal Information may be used by NetSoft for the following purposes:

- a. To manage and administer the delivery of a course and relevant services to a student.
- b. To maintain the accuracy of NetSoft's records in accordance with legal and regulatory requirements.
- c. To contact students occasionally about courses available at NetSoft.
- d. To perform statistical analyses of the collective characteristics and behaviour of students to monitor and improve NetSoft's operations, and to maintain the quality of its products and services.

3. Disclosure of Personal Information

- a. NetSoft will not sell or rent students' Personal Information to third parties.
- b. Personal Information is released to third parties:
 - When students have specifically given NetSoft their consent to disclose their Personal Information for a specific purpose.
 - Who act on NetSoft's behalf as agents, suppliers, or service providers, solely to enable NetSoft to provide students more efficiently with the courses and other services that have been requested.
 - As required by law, including by any order of any court, institution, or body with authority to compel the production of information.

4. Access to Personal Information

For access to their Personal Information, students should contact NetSoft's Operations Department. A request should be in writing and include sufficient identifying information so that the Personal Information can be located expeditiously. Students that have questions or comments about this *Privacy Policy* or NetSoft's privacy practices should contact NetSoft's Operations Department.

5. Sharing of Information

Please be advised that throughout the duration of programs and thereafter, NetSoft will periodically submit reports regarding students' courses of study (i.e., progress and attendance) to a representative of their sponsoring agency/organization or any third party contracted to act on behalf of the said agency/organization.

6. Privacy and Video Surveillance Policy

NetSoft College of Technology also abides by the Privacy Commissioner's guidelines released on March 6, 2008, regarding Video Surveillance Policy. To summarize the extent that it uses or will seek to use video surveillance, NetSoft College of Technology will:

- a. Ensure there is a justifiable business purpose for the surveillance;

- b. Seek to avoid capturing the images of people not being targeted for some specific, legitimate purpose;
- c. To the extent possible, seek to not use cameras in areas where people have a heightened expectation;
- d. To the extent possible, seek to notify students and other individuals about the use of cameras before those individuals enter the premises;
- e. Subject to some legal justification to withhold and unless the data is destroyed, provide access to individuals whose images are captured on videotape;
- f. Ensure that video surveillance equipment and videotapes are secured and used for authorized purposes only;

Any questions or concerns about the Privacy and Video Surveillance Policy or NetSoft's practices in this regard can be directed to the Manager, Training Department.