

# MUNISOFT: Privacy Policy 2024



## SECTION I: INTRODUCTION

*Protecting your privacy and safeguarding your personal information is our highest priority.*

MuniSoft is committed to protecting your privacy and we endeavor to treat your personal information with the utmost respect.

We also place a high priority on providing detailed information on how we use, store, and dispose of your personal information. Our Privacy Policy outlines our commitment to protect your information and maintain transparency.

We may collect information from you in person, over the phone, by mail, in writing, verbally, or digitally (e.g., MuniSoft Customer Portal)

*We may update this statement from time to time (as reflected in the effective date of this document) so please review it periodically.*

## SECTION II: DATA COLLECTION

### A. METHODS

Telephone calls, webinars and training sessions may be monitored and/or recorded. We will always advise our clients that a particular call or session will be recorded before recording begins. Clients who prefer not to have their calls or sessions recorded should make their wishes known before we begin recording.

### B. DATA TYPES COLLECTED

The data we collect will vary depending on the products or services inquired about or purchased, and may include: your name, employment address, contact information, municipality name, name of a device's user(s), IP addresses, and device identification information.

MuniSoft will never ask for your sensitive personal information, such as your birthdate, driver's license number, financial information, or SIN number.

In some cases, we may ask for data backups (pulled out of your MuniSoft software) or access your server remotely for the purposes of troubleshooting or research. If this situation arises, we will obtain your consent. This is voluntary and you have the right to refuse to provide this information.

### C. PURPOSE OF COLLECTION

MuniSoft collects data for the following purposes:

- To provide you with customer service and/or technical support.
- To manage your account or authenticate your identity – to provide the service you have requested.
- To meet legal and regulatory requirements. (e.g., We may collect information to respond to a court order.)

*Currently, MuniSoft does not collect any information from you for the express purpose of analytics.*

## SECTION III: SHARING YOUR PERSONAL INFORMATION

Personal information is never sold or rented to any parties outside of MuniSoft. In some cases, we may temporarily share your information with third party providers if the data we provide will have a direct impact on the outcome of a specific project. However, we require our vendors, by contract, to honour our confidentiality requirements in the handling of personal information they obtain from us, and they are required to dispose of any shared data after project completion.

In certain circumstances in which it is necessary to do so, or where permitted by law, we may disclose your personal information without your consent to the following parties:

- Third party vendors (e.g., design consultant)
- Courts, law enforcement agencies, or otherwise legally empowered entities. We may disclose personal information to meet legal or regulatory requirements, such as under a court order or, to a government institution if required or authorized by law.
- To public authorities or their agents in cases of emergency (e.g., a 911 call).

## SECTION IV: SAFEGUARDING YOUR INFORMATION

The information you provide to is securely maintained and kept confidential.

Your information is retained in secure facilities and protected from unauthorized access. We provide technical, administrative, and physical security measures to protect your information against loss, misuse, and unauthorized access or disclosure.

## A. PRIVACY PRINCIPLES

We are committed to the privacy of your personal information. In addition to our existing procedures, we have also adopted the following privacy principles:

- MuniSoft is responsible for the personal information under our control, and we have designated a Chief Privacy Officer (CPO) to be accountable for our compliance with our privacy principles. A client (or employee) may address a challenge concerning compliance with the above principles to the Chief Privacy Officer.
- We will always identify the purpose for collecting personal information at or before the time the information is collected.
- We require the knowledge and consent of our clients for the collection, use, or disclosure of personal information, except where it is impractical or inappropriate to do so, such as in emergency situations.
- We will always limit the collection of personal information to that which is necessary for the purposes identified. We will collect personal information by fair and lawful means.
- We will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. We retain personal information only as long as necessary for the fulfillment of those purposes.
- We will protect your personal information using security safeguards appropriate to the sensitivity of the information.
- We will make readily available, specific information about our policies and procedures relating to the management of personal information.
- Upon request, you shall be informed of the existence, use, and disclosure of your personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
- Our staff are required to complete mandatory staff education and training, to enhance awareness of responsibilities and commitments towards the proper handling of customer's personal information in accordance with our policies and procedures.

## SECTION V: CONSENT, USE, AND DISCLOSURE

We would like to have your consent to continue to collect, use, and disclose your personal information for the purposes that we have outlined.

- You can have your name removed from our email marketing lists at any time. By doing so, you may not be made aware of certain products, services, and promotions we offer. However, you will continue to be contacted as necessary to provide customer service

and for billing purposes. Please allow us five business days to complete your request. Some of our marketing emails may already be in progress when you submit your request, therefore you may be contacted during this time. If at any time you wish to reverse your decision, you may contact us.

- You may refuse to provide personal information to us. You may also withdraw your consent at any time, subject to legal, contractual, or practical restrictions and reasonable notice. However, in either case, this may limit our ability to serve you. When you contact us, we will need to confirm your identity. Please know that withdrawing your consent may prevent us from providing you with services and products in certain circumstances.

## SECTION VI: LINKS TO OTHER WEBSITES

MuniSoft's website, portal, and programs, may contain links to other sites that MuniSoft does not own and/or operate. Please be aware that MuniSoft is not responsible for the privacy practices of other such sites. These links to third party websites are provided as a convenience. When you click on one of these links, you are moving to another website and should read the Privacy Statement and Terms of use for each site you visit to ensure you are comfortable with how they may use your personal information.

## SECTION VII: QUESTIONS OR CONCERNS

We welcome your comments about our Privacy Policy. Please contact us if you have questions about privacy and usage that were not answered here. You may address these concerns, in writing, to:

### Chief Privacy Officer

#### MuniSoft

1834 McAra St

Regina, SK S4N 6C4

Email: [clientcare@munisoft.ca](mailto:clientcare@munisoft.ca)

If this does not resolve your concern to your satisfaction, you may contact the Saskatchewan Information and Privacy Commissioner by writing to:

### Saskatchewan Information and Privacy Commissioner

503 – 1801 Hamilton Street

Regina SK S4P 4B4

Telephone: 306-787-8350

Toll Free Telephone (within Saskatchewan): 1-877-748-2298

Fax: 306-798-1603

Email: [webmaster@oipc.sk.ca](mailto:webmaster@oipc.sk.ca)

Twitter: @SaskIPC