



Open OSP Privacy Policy

Open OSP Service Cooperative, referred to as Open OSP, respects your personal privacy.

We believe ensuring the security of your personal information is an important part of our job.

If we ask you to provide any personal information, we will tell you the purposes for which we intend to use that information. Your personal information is not sold to any third parties for any purpose.

Open OSP Service Cooperative ("us", "we", or "our") operates openosp.ca (the "Site").

This document informs you of our policies regarding the collection, use and disclosure of Personal Information that we receive on our website forms requesting information services, or membership in Open OSP. If you have any questions about these practices and policies, please contact us at: membership@openosp.ca.

Information Use, Protection, Disclosure

Information gathered on openosp.ca falls under the following categories:

- Online form submissions to request additional information about services or membership in Open OSP.
- Aggregate Site Use Information
- Cookies and Other Technologies

Data we collect directly from you:		
Type of Data	Examples	Open OSP Uses it to:
Business or Personal Contact Information that identifies you and/or your clinic	<ul style="list-style-type: none">• Name• E-Mail Address• Telephone Number• Clinic Name• Address	<ul style="list-style-type: none">• Determine Eligibility for share Ownership• Create your membership account• Process your purchase of cooperative membership(s)• Verify member's Identity

Data we collect directly from you:

Type of Data	Examples	Open OSP Uses it to:
		<ul style="list-style-type: none"> • Provide services, including technical support • Communicate with you • Respond to your requests • Contact individuals directly for products and services that may be of interest
Additional account data	<ul style="list-style-type: none"> • Number of your Clinic's FTE clinicians • Number of examining rooms at your Clinic • Products/Services of Interest • If a New Set-up or Migration of OSCAR 	<ul style="list-style-type: none"> • Provide a Service Package Quotation • To understand the product and service needs of our members and prospective members
Open OSP Membership Information	<ul style="list-style-type: none"> • Member number • Name, address, telephone number and email of member • Number of shares held • Amount of Money collected for share purchase • Number of shares redeemed • Date the named member was registered with Open OSP • Date the named member ceased their membership 	<ul style="list-style-type: none"> • To maintain our membership database and meet our regulatory requirements • Open OSP corporate purposes, such as Board election information and other correspondence. • Administer corporate governance and share ownership • Note: Open OSP does not sell our membership lists to anyone.

* We may share your Personal Contact Information and your Open OSP Services Request with third party technical support providers contracted by Open OSP Service Cooperative in order to provide services. We will not share your contact information with third parties other than for the stated purposes to provide requested services.

Data that our web-site system collects:

Type of Data	Examples	Open OSP Uses it to:
Website Log Data	<ul style="list-style-type: none">• Internet Protocol (IP) address• Browser Type• Browser Version• Pages on our site you visit• Date and Time of your visit• Time spent on those pages and other statistics	<ul style="list-style-type: none">• Respond to requests for support• Conduct anonymized, aggregated analytics to improve the effectiveness of our website content

Data you can choose to give us:

Type of Data	Examples	Open OSP Uses it to:
Information that identifies you	Your name, username, physical address, email address, phone number	<ul style="list-style-type: none">• Create an account when you sign up• Respond to requests from you• Send you marketing communications, unless you tell us not to (or if you say it's okay, i.e., opt-in)
Information about your job	Company, title, department	<ul style="list-style-type: none">• Provide tailored information• Respond to requests from you
Payment information	Credit card info goes directly to our payment processor; credit card information is not stored by Open OSP. Our payment processor is Payment Card Industry compliant and operates according to Payment Card Industry Data Security Standard (PCI DSS). They also undergo regular third-party auditing. Our members' credit card details are entered by them if they choose to use that payment method.	<ul style="list-style-type: none">• Charge you when you sign up for a membership and/or for a services plan

Data we may obtain about you:

Data collected through the use of cookies*	<ul style="list-style-type: none">• Data collected from tools such as Google Analytics	<ul style="list-style-type: none">• Analyze how our website is used so we can improve your experience• Remembering your settings
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* You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our site.

We use appropriate security safeguards to protect your personal information against loss, theft, and unauthorized access. We use the Secure Sockets Layer (SSL) protocol, to encrypt, or encode, information you send to us. The security of your personal information is important to us and we strive to use means to protect it, however, we cannot guarantee its absolute security.

Open OSP Membership Information

As a co-operative, Open OSP requires your assistance in providing us with your personal information to fulfil our regulatory obligations. If you become a member, you must provide certain information which is added to our internal membership database, which co-operatives must maintain by law.

Updating Membership Data

Membership information previously provided to Open OSP can be up updated by contacting Open OSP at membership@openosp.ca

Communications

We will use your Personal Information to contact you with pertinent information relevant to member and service updates.

Opting Out

If you wish to have any of your personal information removed from our databases, or if you no longer want us to send any further communications to you, please send an e-mail to Membership Services at membership@openosp.ca

Please note, however, that as a co-operative we are required by law to maintain certain information about our members, as noted above in Information, Collection, Use & Disclosure, which we are required by law to maintain even after a member has terminated his or her membership.

Accuracy of Information

We strive to ensure that any personal information we retain and use is as accurate, complete and up-to-date as necessary for the purposes for which we will use it. We do not routinely update personal information unless necessary for these purposes. Nonetheless, if our records regarding your personal information are inaccurate or incomplete, we will amend that information at your request.

Access to Information

At your request, we will provide to you a statement explaining the extent to which we hold personal information about you, and we will explain how that information has been used or disclosed by us. This page will be updated if information about the collection and use of your personal data changes.

Changes to this Privacy Policy

This Privacy Policy has been recently updated as of January 25, 2021 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the "Site" after we post any modifications to the Privacy Policy on this page will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us or by placing a prominent notice on our website.

All changes will remain in compliance with federal and provincial privacy legislation.

Contact Us

If you have any questions about this Privacy Policy, please contact us.

Open OSP Service Cooperative

604-677-8613

membership@openosp.ca