



# Privacy Policy

## 2015-2016

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FACTOR is committed to protecting your privacy and the confidentiality of your personal information.

The following statement summarizes the privacy practices of FACTOR's websites, and explains why and how FACTOR collects and uses personal information.

This Policy should be read in tandem with the Terms of Use, as both documents govern your use of FACTOR's websites.

### Website Information

FACTOR does not automatically collect personal information. Portions of our website may be accessed anonymously. When you browse or download information from FACTOR's websites our servers automatically collect limited amounts of standard information for traffic monitoring and statistical purposes only. This information is used by FACTOR as an administrative tool, and allows us to analyze operational trends and performance, and identify where improvements can be made. The information collected does not identify you personally and includes:

- the Internet Protocol (IP) address
- the operating system, browser, and device
- the Internet Service Provider
- the date and time of access
- the country, city, and continent of access
- the pages visited · the visit duration
- the traffic source, including social network referrals
- the key words entered in our search engine
- the names and sizes of files requested

### Collection and Use of Personal Information

When you visit our websites, we will not collect your personal information unless you choose to create a User account on our Online System. For payment transactions, FACTOR uses up-to-date security protocols to ensure the integrity and confidentiality of information and systems.

You may choose to provide us with personal information if you wish to:

- submit an e-mail, comment, question or request or subscribe for information online;
- apply for funding which can include conducting e-commerce transactions; or
- provide feedback, participate in a jury.

By applying for funding from FACTOR, you are bound by the terms of Application and the Applicant Agreement set out in [FACTOR's Business Policies](#).

Any personal information you provide will be used to respond to your message and/or administer your application. All personal information you provide is protected under the Personal Information Protection and Electronic Documents Act (PIPEDA). An Individual's Guide to PIPEDA can be found online [here](#).

## Cookies

Some pages of the FACTOR websites use cookies. Cookies are generally used to make it more convenient for users to move around our websites. If you choose, they may be used to 'remember' your password and make it easier and faster to log-in to certain sites. These types of cookies need to be stored on your computer's hard drive. Cookies used by FACTOR are encrypted to make the information unreadable to anyone except FACTOR staff. You may choose to disable cookies in your browser; however, doing so may render some portions of FACTOR's websites unreadable or unusable.

## Web Analytics

FACTOR uses web analytics services including Google Analytics to help analyse the use of our websites. These tools use cookies to collect and generate information about your visits to our sites (including your IP address) that is transmitted to their servers in an anonymous form for processing. The use of these tools does not allow us or our analytics service providers to identify individuals.

You can opt-out of analytics activity by setting your browser to notify you when a cookie is sent and block analytics cookies if desired. Please consult your browser's Help Menu for instructions. Visiting our website with analytics cookies disabled will have no significant impact on your browsing experience.

Google currently offers a free [Google Analytics opt-out tool](#) for Internet Explorer (versions 7 and 8), Google Chrome (4.x and higher), and Mozilla Firefox (3.5 and higher).

## Disclosure of Personal Information

FACTOR does not sell or loan personal information.

As a condition of funding, information about your application, such as your contact information, expenses and claims, and funding received may be made available to the Department of Canadian Heritage.

If you are granted funding and payment is made by FACTOR, your contact information, Social Insurance Number or Business Number and amount of funding received may be made available to the Canada Revenue Agency.

The Applicant's name and the Artist's name, province or territory of residence, musical genre and amount of funding offered may be posted on a public site on FACTOR's website. FACTOR may choose to link to the artist's website. These same data may also be published in FACTOR's Annual Report.

## Accessing and Updating Your Personal Information

Once you have created a personal User account you will be able to access and update your personal information online. You may also update your personal information by contacting FACTOR staff directly. You may be asked to submit a request in writing.

In order to protect your privacy, we will take reasonable steps to verify your identity before granting access or making corrections to your personal information.

## Use of Personal Information in Online System

Information provided to a User account in our Online System, including Artist Profiles, Applicant Profiles, and contents of any Applications created by the User, is subject to the strictest confidentiality. All information whether personal or financial in nature will be used strictly for the purposes of assessing the eligibility of the Artist, Applicant, and Application; and of administering the Application according to FACTOR's administrative procedures and Business Policies. Confidential information of the User is not disclosed to jurors, members of the Board of Directors, nor any other third party except in accordance with the General Agreement and Business Policies (such as a third-party audit instituted by FACTOR or the Government of Canada).

Each and every FACTOR employee is bound to the terms of a permanent Confidentiality and NonDisclosure Agreement which prohibits the disclosure of any User information outside of FACTOR's operations, and upon breach of which such employee may face immediate termination.

## Retention and Disposal of Personal Information

Personal information may be kept up to 10 years in paper and/or digital format, following which digital and paper documents will be securely destroyed.

## Additional Information

Questions or comments about FACTOR's privacy practices should be directed to:

Duncan McKie, President  
Foundation Assisting Canadian Talent on Recordings (FACTOR)  
247 Spadina Avenue, 3rd Floor  
Toronto, ON M5T 3A8  
p: 416-696-2215 x 201 / 1-877-696-2215  
[www.factor.ca](http://www.factor.ca) or email [general.info\[at\]factor\[dot\]ca](mailto:general.info@factor dot ca)

You can also contact the **Privacy Commissioner of Canada** for assistance between the hours of 9am and 5pm EST, at:  
p: (613) 995-8210 / 1-800-282-1376  
f: (613) 947-6850  
TTY: (613) 992-9190

or by mail at:  
112 Kent Street  
Place de Ville  
Tower B, 3rd Floor  
Ottawa, Ontario  
K1A 1H3

or online at: <http://www.priv.gc.ca/>