



Defining Personal Information

Personal Information is any information that can be used to identify or contact a specific individual. This may include facts or opinions about, or related to, that individual. Some examples are: financial transaction histories, photographs, voiceprints or fingerprints, and video or audio footage where an individual appears or is heard.

Business contact information or publicly published information including name, title, business address, and phone numbers that may be found in directories, are not considered Personal Information.

These definitions include information found in the *Privacy Act* and the *Personal Information Protection and Electronic Documents Act* (PIPEDA).

Our Commitment

The Guelph Little Theatre (GLT), a community membership organisation operated by a volunteer Board of Directors, is committed to protecting the personal information of its patrons, clients, volunteers, members and other stakeholders.

Personal Information obtained by GLT is kept in confidence and only for the time and uses necessary to conduct the business of the organisation.

Only GLT's Board of Directors, Department Heads, and Members may access Personal Information. Such information is not disclosed or shared except to achieve the purpose for which it has been gathered, specifically theatre participation and patronage.

Patron Information

All information collected through the day-to-day box office activities of GLT is subject to the privacy policy of our ticketing service provider, The Little Box Office.

GLT does not use ticket order information for any purpose other than facilitating theatre attendance and, where a patron gives express consent, to distribute Theatre-to-Patron communications and notices.

Volunteer and Member Information

As a community organisation that depends on volunteer and member involvement, GLT collects Personal Information for Theatre-to-Member and Theatre-to-Volunteer contact purposes and to track participation.

The Board of Directors has access to a Membership List that is retained for legal purposes (e.g. charity reporting) and is updated yearly to include only current members.



The Guelph Little Theatre

Personal Information and Privacy Policy

August 2023

Members receive information about the theatre and occasional notification of events and eNewsletters by email. Personal Information beyond an email address is shared only with the express consent of the volunteer or member.

Permission to share Personal Information - beyond email addresses - will be confirmed whenever GLT contact lists are put together. Examples include show contact lists, bartender list, usher list, box office staff list, etc.

Client Information

GLT collects Personal Information from clients in rental agreements for the purposes of Theatre-to-Client communication and contractual purposes. This information is used to provide the client with relevant and timely information and materials about potential and confirmed rental client events. Where the client may give express consent to receive additional communications.

Website & Social Media

GLT's website and social media channels may include photos or videos of individuals involved in the organization's activities. As a public facility all those attending GLT may anticipate such recording and posting.

Prior express consent of individuals and groups that are youth or children shall be sought from parents or guardians. Every effort is made to respect the privacy wishes of all GLT participants.

GLT's website and social media may include links to sites and accounts not under GLT's control. Any information provided to these sites or accounts is subject to their own privacy policies. GLT is not responsible for the privacy practices or content of other sites, individuals, or organisations.

Financial Information

GLT will protect all financial information provided by members, patrons, sponsors, clients, donors, and volunteers. Bank card numbers used during a transaction are not retained by GLT.

Contact and Questions

Questions pertaining to the collection, use and disclosure of Personal Information may be addressed to GLT's President at president@guelphlittletheatre.com

This document addresses requirements set out by the Office of the Privacy Commissioner of Canada.