

Application Privacy Statement

This privacy statement was last updated on October 3, 2022

The purpose of this Privacy Statement is to inform you about the types of personal information, as defined below, that we will collect, use, disclose and share through your use of the application and provide information about your legal rights in relation to your personal information. We will treat personal information in a manner consistent with this Privacy Statement under which it was collected, unless we have your consent to treat it differently. This Privacy Statement applies to any information we collect or receive about you through your use of the application.

This Privacy Statement relates only to the application located at the following URL: www.abwinterheatingrebate.outcome-plus.com. It does not relate to other technologies, products, services or sites of any other party.

From time to time, we may make changes to this Privacy Statement. The Privacy Statement is current as of the "last revised" date which appears at the top of this page.

Your acknowledgement/consent

By using this application and providing personal information to us, you acknowledge that you have read and understood this Privacy Statement, and, to the extent your consent is necessary and valid under applicable law, you consent to the collection, use and disclosure of such personal information by us and any third party recipients in accordance with this Privacy Statement.

The purpose of this application

The application is a fund management platform. The tool helps applicants and fund administrators move seamlessly through the grant management lifecycle - from application intake and project management, to claim processing and reporting - with a focus on measuring outcomes and impact.

We do not collect sensitive personal information through this application (and please do not provide any when using it). Sensitive personal information, also known as special category personal information, covers information relating to, among other things, race, ethnicity, political opinions, religious or philosophical beliefs, biometric or genetic data when used to uniquely identify you, information about health or sexual life and criminal acts.

We do not pass personal information to third parties for direct marketing purposes.

We will not share your personal information with third parties for direct marketing purposes.

Personal Information We Collect

Providing personal information is not a statutory or contractual requirement but failure to provide certain personal information may affect our ability to provide the services you have requested.

We collect the following personal information: name, email, address, and bank account information.

Personal information provided directly by you

We ask you to provide us with personal information (e.g. as part of registering to use the services) so we can provide the services. The personal information we ask for includes name, email, address, and bank account information.

Personal information captured, created, inferred or derived from your use of the application

- IP address

The application uses small text files called 'cookies' which are placed on your computer to assist in providing you with a more customized website experience and to analyze your use of the website in order to help us determine how the website is used.

- Session and persistent cookies

By default, all cookies are session cookies. These cookies are not saved to the browser's cookie cache and instead are deleted whenever the browser is closed. Azure B2C provides a Keep Me Signed In button during login that passes a signal to Azure AD to enable persistent cookies. These cookies are saved to the browser's cache and will persist even if the browser is closed or the computer is restarted.

Persistent cookies have a huge impact on the sign-in experience by reducing the number of authentication prompts users see.

The use of cookies is now standard operating procedure for most websites. However, if you are uncomfortable with the use of cookies, most browsers permit users to opt out of receiving them. This can be done via the tools menu of your internet browser. If you do opt out, please note that you may be unable to use the registration process and other application features.

Personal information obtained from third party sources

We do not collect personal information from third party sources.

Use of personal information

We use personal information for the following purposes.

- To provide the services requested by you or your organization
- To maintain the security of the services
- Authenticating the identity of users, authorizing access to the application (including preventing unauthorized access) and for other security-related purposes, including system monitoring
- To operate, administer, manage and improve the application

- Administering the application, troubleshooting issues and identifying areas of improvement
- Allowing elected client administrators the ability to create, read, update and delete users who can access the application, as well as view the activity logs showing user access

Third Party Links

The application will not link to any third party sites. When you link to third party sites, our privacy practices no longer apply. We encourage you to review each third party site's privacy policy before disclosing any personal information.

Our legal grounds for processing personal information

Applicable laws may require us to set out in this Privacy Statement the legal grounds on which we rely in order to process your personal information.

In such cases, we rely on one or more of the following processing conditions:

- our legitimate interests in the effective delivery of information and services to you and in the effective and lawful operation of our businesses and the legitimate interests of our clients in receiving professional services from us as part of running their organization (provided these do not interfere with your rights);
- our legitimate interests in developing and improving our businesses, services and offerings and in developing new technologies and offerings (provided these do not interfere with your rights);
- to satisfy any requirement of law, regulation or professional body of which we are a member (for example, for some of our services, we have a legal obligation to provide the service in a certain way);
- to perform our obligations under a contractual arrangement with you; or
- where no other processing condition is available, if you have agreed to us processing your personal information for the relevant purpose (please note we do not generally process personal information based on consent as we can usually rely on another legal basis).

Transfers of personal information

If we process your personal information, your personal information may be transmitted and stored outside the country where you are located. This includes countries outside the European Economic Area (EEA) and countries that do not have laws that provide specific protection for personal information.

Where we collect your personal information within the European Economic Area, transfer outside the European Economic Area will be only:

- to a recipient located in a country which provides an adequate level of protection for your personal information; and/or
- under an agreement which satisfies EEA requirements for the transfer of personal information to data processors or data controllers outside the EEA, such as standard contractual clauses approved by the European Commission.

Recipients of personal information: other affiliates

We may share personal information with other affiliates where necessary in connection with the purposes described in this privacy statement. For example, when providing professional services to a client we may share personal information with affiliates in different territories that are involved in providing services to that client.

Recipients of personal information: Third Party Providers

We may transfer or disclose the personal information we collect to third party contractors, subcontractors, and/or their subsidiaries and affiliates. Third parties support us in providing its services and help provide, run and manage IT systems. Examples of third party contractors we use are providers of identity management, website hosting and management, data analysis, data backup, security and cloud storage services. The servers powering and facilitating our IT infrastructure are located in secure data centers around the world, and personal information may be stored in any one of them.

The third party providers may use their own third party subcontractors that have access to personal information (sub-processors). It is our policy to use only third party providers that are bound to maintain appropriate levels of security and confidentiality, to process personal information only as instructed by us, and to flow those same obligations down to their sub-processors.

Other recipients of personal information

We may also disclose personal information under the following circumstances:

- with professional advisers, for example, auditors and law firms, as necessary to establish, exercise or defend our legal rights and obtain advice in connection with the running of our businesses - personal information may be shared with these advisers as necessary in connection with the services they have been engaged to provide;
- when explicitly requested by you;
- when required to deliver publications or reference materials requested by you; and
- with law enforcement or other government and regulatory agencies or with other third parties as required by, and in accordance with, applicable law and regulation.

Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal information, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime or to establish, exercise or defend legal rights. We will only fulfill requests for personal information where we are permitted to do so in accordance with applicable law and regulation.

Security

We adhere to internationally recognised standards of technology and operational security in order to protect personal information from loss, misuse, alteration and destruction. Only authorized persons are provided access to personal information. These individuals have agreed to maintain

the confidentiality of this information. We have a framework of policies and procedures in place covering data protection, confidentiality and security and regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

Although we use appropriate security measures once we have received your personal information, the transmission of data over the Internet (including by email) is never completely secure. We endeavor to protect personal information, but we cannot guarantee the security of data transmitted electronically over the Internet.

Retention

We will retain your personal information only for as long as we need it for the purposes described in this privacy statement unless we are required by law, regulation or our professional obligations to retain it for a longer period.

Children

Our applications are not intentionally designed for or directed at children, and our terms and conditions of use require all users to be above the age of majority in their local country. We never knowingly collect or maintain personal information about individuals under the age of 18.

Changes to this privacy statement

We may update this Privacy Statement at any time by publishing an updated version here. So you know when we make changes, we will amend the last revision date at the top of this page. The new modified Privacy Statement will apply from that revision date. Therefore, we encourage you to review this Privacy Statement periodically to be informed about how we are protecting your information.

How to Deactivate Your Account

Users of this application may request to be deactivated by contacting their Client administrator.

Your legal rights in relation to your personal information

You may have certain rights under your local law in relation to the personal information we hold about you.

You may have the legal rights listed below:

In particular,

- Obtain confirmation as to whether we process personal information about you, access a copy of your personal information and obtain certain other information, including why we process it and recipients of personal information.
- Request rectification of personal information if it is inaccurate (for example, if you change your address) and to have incomplete personal information completed.

- Delete/erase your personal information in the following cases:
 - the personal information is no longer necessary in relation to the purposes for which it was collected and processed;
 - our legal ground for processing is consent, you withdraw consent and we have no other lawful basis for the processing;
 - our legal ground for processing is that the processing is necessary for legitimate interests pursued by us or a third party, you object to the processing and we do not have overriding legitimate grounds;
 - you object to processing for direct marketing purposes;
 - your personal information has been unlawfully processed; or
 - your personal information must be erased to comply with a legal obligation to which we are subject.

- Restrict personal information processing in the following cases:
 - for a period enabling us to verify the accuracy of personal information where you have contested the accuracy of the personal information;
 - your personal information have been unlawfully processed and you request restriction of processing instead of deletion;
 - your personal information is no longer necessary in relation to the purposes for which it was collected and processed but the personal information is required by you to establish, exercise or defend legal claims; or
 - for a period enabling us to verify whether the legitimate grounds relied on by us override your interests where you have objected to processing based on it being necessary for the pursuit of a legitimate interest identified by us.

- Object to the processing of your personal information in the following cases:
 - our legal ground for processing is that the processing is necessary for a legitimate interest pursued by us or a third party; or
 - our processing is for direct marketing purposes.

- Data portability
 - The right to receive your personal information provided by you to us and the right to transmit the data to another organization (or ask us to do so if technically feasible) where our lawful basis for processing the personal information is consent or necessity for the performance of our contractual relationship with you and the processing is carried out by automated means.

Withdraw your consent

Where we process personal information based on consent, you have the right to withdraw consent at any time. We do not generally process personal information based on consent (as we can usually rely on another legal basis). Please note that withdrawing consent does not affect the lawfulness of processing done before the withdrawal. Please also note that if you withdraw consent this may affect our ability to provide the services you have requested.

If you believe the processing of your personal information violates applicable laws, you may have the right to lodge a complaint with the data protection supervisory authority in the location where you normally reside or normally work, or the location where the alleged infringement occurred.

Contact Us

Please submit a request to heatingrebate@gov.ab.ca to exercise a legal right in relation to your personal information, or an enquiry if you have a question or complaint about handling of your personal information.