

Privacy Policy

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1. Scope of Policy

- A. This Privacy Policy applies to all users, partners, and volunteers who engage with Horizon's services, including our websites, applications, and community engagement platforms.
- B. Personal information refers to any information that can identify an individual, including but not limited to names, email addresses, phone numbers, and demographic details.
- C. By registering with Horizon, you agree to abide by this Policy.

2. Collection of Personal Information

- A. Horizon will collect personal information only when required for the following purposes:
 - i. To register users for use of Horizon App, digital services, and events, ensuring accurate participant records and communications.
 - ii. To manage volunteer applications, coordinate roles, and communicate updates regarding involvement with Horizon.
 - iii. To facilitate communication with partners, organizations, and contributors participating in Horizon publications and projects.
 - iv. To respond to inquiries, feedback, or support requests submitted through Horizon's platforms.
 - v. To ensure compliance with Horizon's Terms of Service, including investigation of policy violations or content moderation.

- vi. To manage digital platform accounts, ensuring authorized access and data security.
- B. The information collected may include, but is not limited to:
 - i. Full name, email address, phone number, and organizational affiliation.
 - ii. Optional details such as dietary restrictions or accessibility needs, when required for event planning.
 - iii. IP addresses, device types, and browser details, for system performance and security purposes.
- C. Horizon will inform you of the purpose for collecting your information before or at the time of collection.
- D. Consent may be implied where the purpose of collection is obvious, and the information is voluntarily provided.
- E. 2.5 We do not collect sensitive information such as medical data, ethnicity, or political views unless required for a specific purpose with your express consent.

3. Use of Personal Information

- A. Personal information will only be used for the following purposes:
 - i. Delivering services such as event registration, email updates, and platform communications, including the usage of Horizon App and digital services.
 - ii. Verifying identity and ensuring the security of Horizon's services.
 - iii. Contacting users in cases of safety concerns or privacy breaches.
- B. Horizon will not use your personal information for purposes unrelated to our identified services without your consent.

4. Disclosure of Personal Information

- A. Horizon will not disclose your personal information without your consent except in the following cases:
 - i. When required by law or regulatory authorities.
 - ii. To respond to security threats, fraud risks, or suspected violations of our Terms of Service.
 - iii. When disclosure is necessary to protect public safety.
- B. Horizon may engage third-party service providers for technical support, payment processing, or administrative tasks. These providers are required to meet data protection standards and confidentiality agreements.

5. Retention of Information

- A. Horizon will retain personal information only for as long as necessary to fulfill the identified purposes or meet legal obligations.
- B. If personal information has been used to make a decision that directly affects an individual, Horizon will retain that information for at least one year.
- C. Personal information that is no longer required will be securely destroyed, deleted, or anonymized.

6. Accuracy of Information

- A. Horizon will make reasonable efforts to ensure that personal information is accurate, complete, and up to date as provided by the user.
- B. Individuals may request corrections or updates to their personal information by contacting our Chief Legal Officer.
- C. Requests must be made in writing and specify the information requiring correction.
- D. If the correction is not implemented, a note indicating the correction request will be added to the record.
- E. Horizon Reserves the right to terminate services, suspend accounts, or any actions if provided with misleading/wrongful information, contacts, as well as representation provided by the user.

7. Your Access to Personal Information

- A. Individuals have the right to request access to their personal information held by Horizon.
 - i. Requests must be made in writing, with sufficient detail to identify the requested information.
 - ii. Horizon will respond to requests within 30 business days or provide written notice of any required extension.
 - iii. If access is refused, Horizon will provide written reasons and details of available recourse.
- B. Individuals may request a list of organizations to whom their personal information has been disclosed in the past year.
- C. Horizon may refuse a request for access in circumstances defined under s. 23 of PIPA, including but not limited to:
 - i. Information that reveals the identity of another individual.
 - ii. Information collected without consent for the purpose of an investigation.
 - iii. Information protected by solicitor-client privilege.
 - iv. A nominal administrative fee may apply to cover the costs associated with fulfilling a request.

8. Security of Information

- A. Horizon takes appropriate security measures to protect personal information from unauthorized access, disclosure, or misuse.
- B. Our security practices include:
 - i. Data encryption and secure storage systems.
 - ii. Limited staff access to personal information on a need-to-know basis.
 - iii. Secure deletion protocols for outdated or unnecessary information.
- C. Horizon reviews and updates security practices regularly to reflect evolving risks and technological changes.

9. Complaints and Inquiries

A. If you have concerns about our handling of your personal information, you are encouraged to contact our Privacy Officer:

Grace Qiu, Chief Legal Counsel Officer

Email: legal@hryzn.org

B. If you remain dissatisfied with our response, you may contact the Office of the Information and Privacy Commissioner for British Columbia for further guidance.

10. Changes to This Policy

A. Horizon reserves the right to amend this Privacy Policy at any time to reflect changes in legal requirements or organizational practices.

B. Significant changes will be communicated through our platforms.

C. Continued use of Horizon Services following such updates constitutes acceptance of the revised Policy.