

Privacy Policy

Our policies and practices have been designed to comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) and corresponding provincial legislation. EPK Training Solutions Inc. is committed to the highest standards of protection of personal information as outlined in the ten privacy principles:

Principle 1 – Accountability

Each EPK office is responsible for maintaining and protecting the client information under its control. The manager of the office is directly accountable for ensuring that all office procedures and staff maintain compliance with the ten privacy principles. In addition, EPK Training Solutions Inc. has designated a Corporate Privacy Officer to ensure that company wide practices are updated and compliant.

Principle 2 – Identifying Purposes

EPK Training Solutions Inc. collects personal information strictly in order to deliver requested services. We identify the purpose for which client information is collected at the time the information is actually being collected.

Principle 3 – Consent

EPK Training Solutions Inc. obtains your consent to collect and use personal information. The method of obtaining consent is appropriate to the type of information being collected or used. EPK Training Solutions Inc. will obtain your express consent (written or electronic agreement) before disclosing your personal information to any other party, except where required by law.

Personal information does not include what is generally referred to as “business card” or “phone book” information such as an individual’s name, title, business address or telephone number. Following are examples of personal information we might collect:

- name, age, gender, marital status
- home address and telephone numbers
- personal identification numbers (e.g., social insurance numbers)
- personnel information (e.g., employment history, references to criminal records, comments, disciplinary actions, compensation)
- testing results (e.g. skill, vocational, aptitude testing)
- our interview notes

Principle 4 – Limiting Collection

EPK Training Solutions Inc. collects only information required to provide products and services to clients. We collect information only by clearly identifying the purpose and by ethical and lawful means.

Principle 5 – Limiting Use, Disclosure & Retention

EPK Training Solutions Inc. will only use client information for the purpose for which it was collected unless the client has otherwise consented to use for another purpose. Personal information will only be retained for the period of time required to fulfill the purpose for which it was collected. EPK Training Solutions Inc. regularly and systematically destroys, erases, or makes anonymous personal information no longer required to fulfill the identified collection purposes, and no longer required by laws and regulations.

Principle 6 – Accuracy

EPK Training Solutions Inc. will maintain client information in as accurate, complete and up-to-date form as is necessary to fulfill the intended purpose of collecting the information. The client can help us maintain the accuracy of their personal information by notifying us of any changes to the information.

Principle 7 – Safeguards

EPK Training Solutions Inc. will safeguard your personal information, regardless of the format in which it is held, including:

- physical security measures such as restricted access facilities and locked filing cabinets
- electronic security measures such as password protection, database encryption and personal identification numbers
- organization processes such as limiting access to your personal information only to those directly involved in providing service(s) to the client

Principle 8 – Openness

EPK Training Solutions Inc. is committed to providing you with easily available access to our policy and practices related to management of your personal information. This policy and related information is available at all times on our website, www.epk.ca or upon request from any of our offices. EPK Training Solutions Inc. reserves the right to modify this Privacy Policy at anytime without notice.

Principle 9 – Individual Access

Upon request, EPK Training Solutions Inc. will provide clients with timely access to their personal information. In certain situations, however, we may not be able to give clients access to all their personal information. We will explain the reasons why access must be denied and any recourse the client may have, except where prohibited by law.

Principle 10 – Challenging Compliance

Clients of EPK Training Solutions Inc. may direct any questions or enquiries with respect to the privacy principles or about privacy practices by contacting the manager of any of our offices. Alternatively, clients can contact the Director of Corporate Services by mail at EPK Training Solutions Inc., 1016B Sutton Drive, Suite 200, Burlington, Ontario L7L 6B8