Yellowknife Choral Society Privacy Policy

The Yellowknife Choral Society is committed to protecting your privacy in connection with the reservation or purchase of tickets for shows or events, ticket delivery, membership/participation in one of our choirs or the making of donations to our non-profit organization, whether these services are provided directly by Yellowknife Choral Society or by third-party service providers as described below. When you access our website https://ykchoralsociety.org/, contact us, consent to receive e-mail messages from us, comment on our social media, participate in a survey we send out or release, purchase tickets through third party providers, you agree to the terms and conditions of this Policy.

Policy Objective

The objective of this Privacy Policy (the "Policy") is to provide you with information about the reason and the manner in which Yellowknife Choral Society and Third-Party Services collect, use and share your personal information, the options you have in this respect, and how you can access and rectify your personal information if necessary.

Our Commitment

- We have developed and implemented internal policies and procedures designed to provide adequate protection of personal information in our possession and review these as needed.
- We will share this policy with our volunteers, contractors and choir leaders and provide information about the importance of protecting personal information.

What information do we collect, use or disclose?

For the purposes of this Policy, "Personal Information" refers to any information about an individual, their children, family members or other persons that could, directly or indirectly, allow them to be identified, such as a street or e-mail address, telephone number, or any financial information.

We collect, use and disclose your personal information as necessary to provide our services to you, with your consent, or as permitted or required by law. If you provide personal information to us, we assume that you consent to the collection, use and disclosure of that information as outlined in this Policy.

Typically, we will seek your consent at the time your personal information is collected. If we want to use your personal information for a purpose not previously identified to you at the time of collection, we will seek your consent prior to our use of such information for this new purpose.

If you provide personal information about another individual to us, it is your responsibility to obtain their consent to enable us to collect, use and disclose their information as described in this Policy.

Depending on the circumstances, here are some types of personal information that we may collect about you, our members, customers and visitors:

- When you access our Yellowknife Choral Society website https://ykchoralsociety.org/ for general information; to access, complete and submit online the registration form to join one of

our choirs; or to sign in to the restricted-access singers-only subsite we may collect the following from you: full name, your language of correspondence, contact information such as telephone number and physical and e-mail address. We may also store information on voice placement, volunteer preferences and other information related to choir membership/participation;

- When you register your child, in addition to the information listed above, we may collect information required to facilitate the safe participation of your child in the choir such as the age of the child, parents' names, person authorized to pick up the child or whether the child can walk home alone, allergies, relevant medical information, grade and school the child attends. The children's registration form is created on the choral society's google account and shared with the children's choir dedicated google account. Parents may share information on the form or on subsequent emails with the directors of the children's choir.

- When you purchase a ticket to a show or event, we may collect the following from you: full name, language of correspondence; contact information such as telephone number and physical and e-mail address.

- For any of the above whenever payment method information (including your payment card number, expiry date and CVV code) is collected, this is never collected or held directly by us but rather is collected by expert third party service providers that we use for these purposes.

- When you contact us by phone, e-mail, using an online form, or social media we may collect: your full name, your date of birth, e-mail address, phone number, mailing address, your interests and preferences for arts and culture activities; the nature of your request and any other information that you provide us with.

- When you complete a survey or connect to our website, we may collect: your full name, e-mail address, appreciation of the show or webcast, interests, sources of information, date of birth.

- When you make a donation in support of our non-profit organization or for presenting a show or event we may collect: your full name, e-mail address, mailing address, the amount of the donation, payment method information (including your payment card number, expiry date and CVV code). Please note that as an unregistered charity we cannot issue any tax receipt.

- For any other purpose as required or permitted by law.

Use and Communication of your Personal Information

We do not use any personal information gathered through ticket sales for any other purposes and delete all such personal information shortly after the completion of the event.

We do not share, sell or distribute your personal information with, or to, unrelated third parties except in the limited circumstances outlined below.

Personal information of customers and members may occasionally be transferred to third parties who act for us such (as for the processing of tickets sales) in accordance with the purposes for which the information was originally collected or for purposes to which you have consented.

Below is a list of our third-party service providers that may process and hold your personal information including but not limited to payment method information such as your payment card number, expiry date and CVV code:

- SimpleTix for online ticketing See SimpleTix Privacy Policy
- Foursquare for online or in person ticket purchases See Foursquare Privacy Policy
- Google Cloud for membership data storage. See Google Privacy Policy
- PayPal for online donations See PayPal Privacy Policy
- Facebook, Instagram and Messenger See Meta Privacy Policy

If you would like more information about our service providers, please contact these service providers directly or let us know of any issues that arise for you.

Additionally, we may use and disclose your information when we believe such use or disclosure is permitted, necessary or appropriate: (a) under applicable laws; (b) to comply with legal process; (c) to respond to requests from public and government authorities; (d) to enforce the terms of the agreements for our products and services; (e) to protect our operations and all parties' rights, privacy, safety or property; and (g) to allow us to pursue available remedies or limit any damages sustained.

How to Opt Out of Communications

If you no longer want to receive promotional e-mail from us, you may opt out by contacting us directly using the contact information in the "Contact Us" section below. As a volunteer-based organization, we ask that you please allow us a reasonable time to process your request.

Retention of Personal Information

We will use, disclose or retain your personal information only to fulfil the purposes for which that personal information was collected and as permitted or required by law.

The Security of Your Personal Information

We have implemented a combination of material, organizational and technological means to ensure the confidentiality of the personal information that we hold, to protect such information against loss or theft and to prevent any unauthorized access, transmission, reproduction, use or amendment thereof.

Only our Board members, volunteers, choir leaders, contractors or third-party providers who need to access your personal information in the course of their duties will have access to it. However, no method of information transmission or storage is 100% secure or error-free, so we unfortunately cannot guarantee absolute security. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of information you provided to us has been compromised), please contact us using the contact information in the "Contact Us" section below.

Interjurisdictional Transfer and Storage of Personal Information

The personal information that you transmit to us is stored on computer servers located in the Northwest Territories, in Canada, and in the United States, subject to the laws of the jurisdiction in which they are located and may be disclosed in accordance with the laws of that other jurisdiction.

The Yellowknife Choral Society's own practices regarding your personal information will always be governed by this Privacy Policy.

Your Right to Access, Rectify and Remove Your Personal Information

Upon written request and subject to proof of identification, you may consult the personal information that the Yellowknife Choral Society itself has collected, used or shared, as required or permitted by law, and/or ask that it be corrected or deleted. To request this please get in touch by mail or email as indicated below under "Contact Us." A small fee may be required, upon notice from us, to cover some costs (such as the cost of photocopies) for processing such a request. Under certain specific circumstances, we can refuse to provide the requested information to you, notably if the request is manifestly unfounded or excessive, if it would be extremely costly to provide the information requested, or if the information contains references to other individuals or is otherwise prohibited by law.

You may also withdraw your consent to our disclosure or use of personal information collected.

If you do not provide the required personal information, you may not be able to conduct a transaction by phone or online and may have to make your payment or donation in cash instead.

You also have the right to file a complaint with data protection authorities.

Third-party Websites and Services

This Policy applies only to our products and services. It does not extend to any websites or products or services provided by third parties. We do not assume responsibility for the privacy practices of such third parties, and we encourage you to review all third-party privacy policies prior to using third-party websites, products or services. [in Montreal says they monitor and enforce but presume we cannot]

Information About Children

Our services and choirs are intended for persons of all ages, including children under the age of 16. Any personal information collected about children under the age of 16 requires the express consent of a parent or guardian. Such information is only held by the directors of the children's choir and shared with dedicated volunteers only on an as needed basis. Any information held by us about a child is immediately deleted by us when it is no longer relevant (e.g. end of an illness), upon the child leaving the choral society or aging out of the children's choir, whichever comes first.

If you are a parent or guardian and you know that your child has provided us with personal information, please contact us. If we learn that we have collected personal information from minor children without verification of parental consent, we will take steps to contact you or remove that information from our servers.

Contact Us

Any questions on this Policy or any request concerning your personal information may be addressed by mail or e-mail to:

Yellowknife Choral Society

Mail: P.O. Box 11067
YK Centre Post Office
Yellowknife, NT, X1A 3X7

Email: ykchoralsociety@gmail.com

Last update: November 2026

We will update this Privacy Policy as needed to reflect changes in our practices, technology, legal obligations and other factors per the date indicated above. Unless otherwise noted, any changes to this Privacy Policy will be effective immediately upon posting on this page. By using the Site following such a change, you consent to the practices set out in the updated Policy.