



PRIVACY POLICY OF SLO-PITCH ONTARIO ASSOCIATION

1. What Does This Privacy Policy Cover?

This Privacy Policy outlines Slo-Pitch Ontario Association's (hereinafter "SPO") practices regarding personal information collected (a) on our website online at www.slopitch.org; (b) from membership applications and (c) tournament applications and Registered Rosters.

SPO is committed to respecting your privacy through the protection of your personal information. When we collect your personal information, you can be confident that we handle and store it in a secure manner to protect your information from unauthorized access or disclosure. We only collect your personal information for the purposes specified in this Privacy Policy, and we will not sell your personal information to others.

Nothing in this Privacy Policy, or otherwise, will create, or add to, any right or claim (whether legal, equitable or otherwise) that any individual or person may have at law, or otherwise, against SPO or any of its representatives; nor will the existence of this Privacy Policy or its application impose any obligations or liability upon SPO or its representatives, or add to any such obligation or liability, that SPO does not already otherwise have to any individual or person, at law or otherwise.

BY SUBMITTING PERSONAL INFORMATION TO SPO OR ITS REPRESENTATIVES OR OUR RESPECTIVE EVENT DIRECTORS OR AGENTS VIA OUR WEBSITE(S) OR AT SPO SANCTIONED EVENTS, YOU CONSENT TO OUR COLLECTION, USE AND DISCLOSURE OF SUCH PERSONAL INFORMATION FOR THE PURPOSES DESCRIBED IN THIS PRIVACY POLICY AND AS PERMITTED OR REQUIRED BY LAW. Subject to legal and contractual requirements, you may opt out of receiving communications from SPO by calling (905) 646-7773 and asking for assistance. Your personal information may be retained in our database to ensure that we honour your privacy requests to opt out of certain communications, for record keeping purposes, for internal research and analysis, and the other purposes described in this Privacy Policy. If you provide us with personal information concerning another individual, you represent and warrant that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such personal information for the purposes set forth in this Privacy Policy.

2. What Information Do We Collect?

As used in this Privacy Policy, "personal information" is information about an identifiable individual human being, as defined in privacy laws applicable to SPO. Personal information does not include aggregated information that does not allow an individual to be identified.

SPO collects personal information (including, without limitation, names, addresses, dates of birth, telephone numbers and email addresses) that you provide when you (a) visit the SPO website at slopitch.org; (b) create or edit your online profile in the SPO Member Centre at slopitch.org; (c) participate in a contest or sweepstakes promotion; (d) sign up for and/or fill out a survey or questionnaire; (e) contact SPO by email or otherwise; (f) contact a SPO representative; (g) otherwise interact with SPO; or (h) provide service and/or event reviews and/or feedback.

Each time you visit the SPO website, the web server automatically collects your Internet service provider's address, the web page from which you logged in, web browser software and a record of your activity while visiting the site. Unless you tell us who you are, this information is non-personal information and is not subject to this Privacy Policy. Please see Section 8 below for further information about cookies.

For purposes of this Privacy Policy, information regarding minors that you (the parent/guardian) provide to SPO is treated in the same manner as information collected about you. Please see Section 3 below for further information regarding children's privacy. As noted above, by submitting personal information of another individual, you represent and warrant that you have all necessary authority and/or consent from such individual to enable us to collect, use and disclose such personal information in accordance with the purposes described in this Privacy Policy.

3. Privacy of Children

SPO does not knowingly solicit or collect personal information from children under the age of 16. We encourage parents of children under the age of 16 to regularly check and monitor their children's use of email and the SPO website(s).

4. How Do We Use Your Personal Information?

SPO representatives collect, use and disclose personal information in accordance with applicable privacy and data protection laws and regulations.

Your personal information may be used by SPO and its representatives: (a) to administer and enhance your guest and/or customer relationship with us, including to administer membership accounts, facilitate deliveries, administer our customer service centre, make and receive payments, and fulfill contractual obligations; (b) to understand your needs and preferences and respond to your requests; (c) to tailor offerings to you; (d) to communicate with you about products, services, special offerings and events or programs offered by SPO or their marketing partners that may be of interest to you; (e) to conduct surveys, contests and promotions; (f) to conduct research and statistical analysis; (g) to monitor communications to ensure the consistency and quality of the products and services of SPO and its suppliers, distributors and other third parties with whom we have a commercial relationship; (h) to manage and develop SPO's businesses and operations; (i) to detect and protect SPO and other third parties against error, negligence, breach of contract, theft, fraud and other illegal activity; (j) to comply with SPO's audit requirements, and to audit compliance with laws and SPO's corporate policies, procedures and contractual obligations; (k) to engage in due diligence and carry out business changes that may involve the transfer of personal information in connection with a transfer, merger, expansion, restructuring or financing of operations of SPO or of third-party affiliates; (l) as permitted by, and to comply with, applicable laws and regulations; and (m) for any other purpose to which you consent.

Only SPO's Representatives who require your personal information in the performance of their duties will have access to your personal information. Notably, only SPO Representatives in the customer service department, who process payments, may have access to your credit card information.

5. How Do We Share Your Personal Information?

SPO Representatives will not license, sell or provide your personal information to any third party except as permitted by this Privacy Policy, as permitted or required by law, or with your consent. In addition to the purposes described above, SPO shares your personal information as set forth below:

With SPO Representatives: Personal information collected by one representative of SPO will be used by that member in accordance with this Privacy Policy and may be shared with other SPO Representatives for use only as permitted by law.

With Our Agents and/or Service Providers: SPO Representatives may share your personal information with agents and service providers who provide services for or administer activities on behalf of SPO (such as, but not limited to, authorization of credit card transactions, order fulfillment and delivery, sweepstakes, website maintenance and contests, advertising, data processing and storage, information technology and office services, auditors and professional advisors, and co-branded or joint product and service promotions). These agents and/or service providers are granted access to some or all of your personal information as necessary and may use cookies (as described in further detail in Section 8 below) on our behalf, but we use contractual and other measures to restrict them from using your personal information in any manner other than as may be necessary to perform their mandate and/or services. We may also utilize agents and/or service providers to assist us in aggregating personal information. We may then share such aggregated information (but not personally identifiable information) with prospective marketing partners and advertisers.

In Connection with Corporate Changes: In the event that a part or all of the operations of SPO is transferred, merged, restructured or financed, personal information may need to be disclosed under confidentiality restrictions to perform due diligence reviews, to the extent permitted by law. If the transaction proceeds, personal information may be used by the successor entity provided such use is in accordance with this Privacy Policy.

To Comply with Laws and Protect Against Loss: A SPO Representative may also disclose your personal information when it determines that such disclosure is necessary to comply with applicable laws, and/or to detect and protect SPO, its representatives and other third parties against error, negligence, breach of contract, theft, fraud and other illegal activity, to comply with SPO's audit requirements, and to audit compliance with laws and SPO's corporate policies, procedures and contractual obligations, to the extent permitted by law. This includes exchanging information with other companies and organizations for fraud protection, credit risk reduction, debt collection, insurance coverage and in the course of investigating and resolving disputes and litigation.

6. How is Your Personal Information Protected?

SPO and its representatives protect personal information by physical, technological and administrative security safeguards appropriate to the sensitivity of the information. We use industry standard security measures in the SPO website to help protect against the loss, misuse or alteration of personal information collected from you in the SPO website.

7. Where is Your Personal Information Processed and Stored?

Your personal information is processed and stored at SPO's Provincial Office or such other satellite offices as may, in SPO's determination, be required. SPO's Provincial Office is located at 8 Hiscott Street, Unit 7, St. Catharines, Ontario, L2R 1C6.

8. How Can You Access Your Personal Information?

Upon your written request to the Chief Executive Officer of SPO (the Privacy Manager), 8 Hiscott Street, Unit 7, St. Catharines, Ontario, L2R 1C6, we will inform you of the existence, use and disclosure of your personal information by a SPO Representative, and subject to certain exceptions permitted by law, we will give you a reasonable opportunity to review your personal information collected by the applicable SPO Representative.

If at any time you want to update, change or correct the personal information that you submitted on the website, you can adjust your Profile accordingly or call (905) 646-7773 and ask for assistance on how you may update, change or correct your information. If at any time you want to update or change the information that you submitted to a SPO Representative, you can call (905) 646-7773 and ask for assistance.

9. What are "Cookies" and How Do We Use Them?

A cookie is usually a small piece of data sent from a website and stored in a user's web browser while a user is browsing a website. When the user browses the same website in the future, the data stored in the cookie can be

retrieved by the website to notify the website of the user's previous activity (*from Wikipedia – HTTP State Management Mechanism - Overview*). www.slopitch.org uses cookie information to measure the use of our websites and to improve the functionality and content of our websites. It may also use cookies to save user preferences that you specify.

The "Help" menu of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive new cookies, or how to disable cookies altogether. If you refuse to accept cookies, you may not be able to participate in certain activities, view certain presentations or use certain features on our websites.

10. What About Linked Sites?

The SPO website may contain links to other websites. Please note that the privacy policies applicable to the collection of personal information on those other websites may be different from this one, and SPO has no control or responsibility for the privacy practices of third party websites. You are advised to review the privacy policy of any website linked to or framed within the SPO site prior to providing any information on or to that website.

11. How to Contact Us

If you have questions or concerns about this Privacy Policy, please send an email to spoa@slopitch.org, call (905) 646-7773, or write to our Privacy Manager at SPO, 8 Hiscott Street, Unit 7, St. Catharines, Ontario, L2R 1C6.

12. Revisions to this Privacy Policy

This Privacy Policy may be updated and revised from time to time. If we make a change to this Privacy Policy, we will post an updated Policy on our website, and the updated Policy will be available on request by sending an email to our Privacy Manager at spoa@slopitch.org, call (905) 646-7773, or write to our Privacy Manager at SPO, 8 Hiscott Street, Unit 7, St. Catharines, Ontario, L2R 1C6. This policy was last revised in December 2012.

Policy Name: Privacy Policy

Policy Number: SPOPP-001

Version Control: November 25, 2016

Ratification Date: January 12, 2020

Review Date: November 30, 2023