

Talk Vancouver Privacy Statement - March 2023

Your personal information

When we collect your personal information, it is to run services for you and we protect it according to privacy law.

The City of Vancouver is committed to protecting your privacy. Any personal information you provide to us is collected, used and disclosed in accordance with the British Columbia Freedom of Information and Protection of Privacy Act and other applicable legislation.

We don't automatically gather your personal information, such as your name, phone number, street, or email address. This information is only obtained if you supply it voluntarily (see below). The information will only be used for the purpose of administering City services, informing you of our services and benefits, informing decision-making at the City, and for statistical purposes.

For your protection, we strongly recommend that you do not provide your account information to anyone. If you become aware of any suspicious activity relating to your account, it is your responsibility to contact us immediately.

Volunteering your personal information online

The only time we collect your personal information on this website is when you volunteer to give it to us, including when you:

- Sign up for the Talk Vancouver panel
- Participate in an online survey
- Fill in a feedback or contact form
- Request further information about a specific topic
- Send us an email

We keep your personal information completely confidential. We won't rent, share, or trade it with anyone else.

On occasion, we may share survey respondents' verbatim comments (with personal identifying information removed) as part of a summary report. Verbatim comments may be shared to provide greater transparency and insight into respondents' perspectives, for both Council and members of the public.

In addition, on occasion, we may share summary reports and raw data from specific surveys with external organizations we are working with such as public bodies, for research purposes. This data may include demographic information that you provide such as year of birth, postal code, and gender. This data will not include personally identifying information such as name, phone number, street, or email address even if you have provided it to us. If this sharing is going to take place for a specific survey, we will inform you beforehand as part of information provided about the survey.

We will not use your personal information to send you information that you did not specifically request.

Talk Vancouver processes, stores, transacts, and handles all data strictly in Canada and provisions all network and telecommunication links from Canadian providers. Where a Canadian respondent located in Canada uses a Canadian internet connection to participate in studies or forums, the data will remain in Canada at all times.

Tracking your website visit

We record your visit so we can make your future visits better, not so we can identify or harm you. We want you to be able to start a survey in the right place. To do so, we gather anonymous data using cookies. The data from cookies help us identify which question in a particular survey was the last one you completed; this way you will start your survey in the right place. These cookies also help identify when a survey has been fully completed which helps prevent people from taking surveys multiple times.

[Find out what information our cookies collect and how to manage cookies.](#)

We'll keep you informed

As required by law, we will notify you of our privacy policy annually. We reserve the right to modify this policy at any time, but rest assured that if we do change it, we will tell you promptly.

Contact us

Access to Information and Privacy Office at privacy@vancouver.ca.