

The Scoop on Port Alberni — Privacy Policy

Last updated: October 15, 2025

1. Overview

This Privacy Policy explains how **The Scoop on Port Alberni** (“we”, “us”, or “our”) collects, uses, stores, and protects personal information when you use our website, Roku channel, or related digital services.

2. Information We Collect

We collect personal information **including but not limited to:**

- First name
- Last name
- Email address
- Phone number
- Message content

This information is voluntarily submitted by you when you use our contact form or otherwise communicate with us.

3. How We Use Your Information

We use your information to:

- Respond to inquiries and messages.

- Communicate about programming, events, or community initiatives (if applicable).
- Maintain internal records and backups necessary for operations.

We do not use contact-form data for advertising or profiling.

4. Data Storage & International Transfers — be straight about it

Your submission is emailed to our staff and stored as a backup copy on our servers. **Our primary hosting and backups are hosted in the United States, and we also maintain at least one server located in Canada.** Because of this setup, your information **may be stored, processed, or transmitted in the United States and/or Canada**, depending on the service or redundancy route involved (email routing, backups, cloud services, CDNs, etc.).

If you do not want your data to be transferred or stored outside Canada, contact us (see “Contact” below) and we will discuss options, though note that some hosting-related functionality may be limited.

5. Security Measures

We take reasonable technical and organizational steps to protect personal information from unauthorized access, disclosure, alteration, or destruction. However, no online system is 100% secure. By using our services you acknowledge this residual risk.

6. Sharing & Third Parties

We **do not sell, rent, or trade** personal contact-form data. We may use third-party service providers (for hosting, email delivery, backups, analytics, etc.) who process data on our behalf; those providers may be located in the U.S. or Canada. We limit access to authorized staff and service providers who need the data to perform their duties.

7. Retention

We keep contact form submissions only as long as reasonably necessary to respond to inquiries, maintain records, or comply with legal obligations. If you want data deleted sooner, contact us (see “Contact” below).

8. Your Rights

Where applicable under Canadian privacy law, you have the right to:

- Request access to personal information we hold about you.
- Request correction or deletion of your personal information.
- Ask what third parties we have disclosed your information to and why.

To exercise any of these rights, contact us using the details below.

9. Changes to This Policy

We may update this policy from time to time. When we do, we'll post the revised version here with an updated “Last updated” date. Continued use of our services after changes means you accept the revised policy.

10. Contact

Questions, requests to access/correct/delete data, or concerns about data transfers:

 [**info@thescooponalbarni.ca**](mailto:info@thescooponalbarni.ca)