

Frontier Lodge



Frontier Lodge Privacy Policy

Effective Date: January 23, 2025

Frontier Lodge (“we,” “us,” or “our”) is committed to safeguarding the privacy of our guests, program participants, employees, and partners. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in compliance with Alberta’s *Freedom of Information and Protection of Privacy Act (FOIP)* and *Personal Information Protection Act (PIPA)*.

1. Purpose of Collecting Personal Information

We collect personal information for the following purposes:

- To provide and manage outdoor adventure programs and post-secondary outdoor leadership training.
- To ensure participant safety and meet operational requirements (e.g., medical information for emergency response).
- To communicate with participants, employees, and other stakeholders.
- To comply with legal and regulatory obligations.
- To improve our services and program offerings.

2. Types of Personal Information Collected

The personal information we may collect includes, but is not limited to:

- **Participants and Guests:** Name, date of birth, contact information (address, phone number, email), emergency contact information, medical history, dietary restrictions, payment information, and mobile phone numbers for communication.
- **Employees and Volunteers:** Name, contact information, SIN (for payroll purposes), medical information, and employment history.
- **Website Visitors:** *IP address, browser type, and cookies, where applicable.*

3. Sharing of Personal Information:

We do not share, sell, or disclose your personal information or mobile opt-in data to third parties without your explicit consent, except where required by law. Your information is kept confidential and used solely for the purposes you have agreed to. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with third parties. Text messaging opt-in data is not being shared with third parties.



4. Opting Out of Text Messages:

You have the right to opt out of receiving text messages from Frontier Lodge at any time. To opt-out, you can reply "STOP" to any text message you receive from us.

5. Consent and Opt-In:

By providing your phone number and opting in to receive text messages, you consent to the collection and use of your personal information as described in this policy. We ensure that your consent is obtained explicitly and that you are informed about the types of messages you will receive.

6. Security of Personal Information

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. This includes:

- Using secure physical and digital storage systems.
- Restricting access to personal information to authorized staff.
- Implementing regular training on privacy practices for employees.

7. Retention of Personal Information

Personal information is retained only as long as necessary to fulfill the purposes for which it was collected or as required by law. Once no longer needed, personal information will be securely destroyed.

8. Access and Correction

You have the right to access your personal information and request corrections if it is inaccurate or incomplete. To make a request, please contact us using the details below.

9. Third-Party Services

We may use third-party service providers to process or store personal information. These providers are contractually obligated to protect your information and comply with applicable privacy laws.

10. Changes to This Privacy Policy

We reserve the right to update this policy as needed to reflect changes in our practices or legal obligations. Any updates will be posted on our website and take effect immediately upon posting.

11. Contact Information

If you have questions, concerns, or requests regarding your personal information or this policy, please contact:

Frontier Lodge Office

403-721-2202 | frontierlodge.ca | office@frontierlodge.ca

PO Box: 1 Nordegg, AB T0M2H0
403-721-2202 / office@frontierlodge.ca

