



Privacy Policy

Effective Date: August 2025
Town of Torbay

1. Information We Collect

When you use our website, we may collect the following types of information:

- **Personal Information You Provide:**
 - When you complete online forms (e.g., permits, service requests, newsletters).
 - Information such as your name, email address, phone number, or mailing address.
- **Non-Personal Information Automatically Collected:**
 - Your IP address, browser type, operating system.
 - Pages visited, time spent on site, date and time of visits.
 - This information is collected through cookies and analytics tools.

2. How We Use Your Information

The Municipality uses collected information to:

- Provide municipal services and respond to inquiries.
- Improve the website and enhance user experience.
- Communicate service updates, alerts, or municipal notices.
- Meet legal and regulatory obligations.

We will only use personal information for the purpose for which it was collected, unless consent is obtained for another use or as permitted by law.

3. Sharing of Information

- The Municipality will not sell, rent, or trade your personal information. We may share information in the following circumstances:
 - With other municipal departments to provide requested services.
 - With third-party service providers that support our website or municipal programs (bound by confidentiality agreements).
 - As required by law (e.g., court order, FOI requests).



4. Cookies and Analytics

Our website uses cookies to improve functionality and analyze usage patterns. You may disable cookies in your browser; however, some features of the site may not function properly.

We also use analytics tools (such as Google Analytics) to understand how visitors use our site. Data collected is anonymized and used only for service improvement.

5. Security of Information

The Municipality takes reasonable measures to protect personal information against unauthorized access, use, or disclosure. However, users should be aware that information transmitted over the internet may not be completely secure.

6. Your Privacy Rights

You have the right to:

- Request access to your personal information held by the Municipality.
- Request corrections to ensure information is accurate and complete.
- Withdraw consent for future communications (where applicable).

Requests should be directed to the Town's Chief Administrative Officer (CAO).

7. External Links

Our website may contain links to external websites. The Municipality is not responsible for the privacy practices or content of those sites.

8. Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in practices, technology, or legislation. Updates will be posted on this page with a revised effective date.

9. Contact Us

For questions about this Privacy Policy or how your personal information is handled, please contact:
Town of Torbay
709 437 6532
Info@torbay.ca