

At the Dr. Vodder School we are required to protect your personal information from misuse and ensure that we are only holding the information that you give us consent to hold. Our desire is to serve you better and ensure that not only is the information we have accurate and up-to-date, but that no unnecessary information is being stored at our office. This document will explain the procedures we have in place to protect your privacy and inform you of options you have in the future as to how we use your information.

Why do we need to collect personal information?

This may seem obvious at first and you have the right to know what information we are keeping on you. This information is kept in electronic form on our database and is accessible only by the Dr. Vodder School staff and occasionally to software development companies that maintain our database. Your information is also available to you by registering for an account on our website. We ask you for this information to register you for courses we offer, to verify your qualifications in order to attend our courses, to contact you about trainings being offered or products available, to record product purchase information and record history information of courses completed. Your contact information (name and email) may also be provided to organizers of Dr. Vodder courses. In addition, if you have completed the full training programs offered by the School, you will be sent Newsletters and information about upcoming training. Your contact information is provided to our affiliate in Austria (the Dr. Vodder Academy), only when you complete the Therapy II & III or Review courses. Your contact information may be given to suppliers of course materials (e.g. bandage suppliers) as well as related associations, with your consent which is asked on our agreements which you complete at courses. We may be asked by our Dr. Vodder teachers to verify the courses you have completed. If you have given consent to place your information on the referral page of our website, this will display your contact information, which is available to the public to view and contact you.

What information do we collect?

Below is the list of information that you have voluntarily provided to us and that we keep on your database, some or all of which may apply to you, depending upon your relationship with the School:

- Title (e.g. Ms., Mr., Dr. etc.).
- Name.
- Qualification (e.g. RN, MT, PT, OT etc.).
- Company name and department.
- Contact information (work and/or home).
- Status with the School.
- How you heard about the School.
- Notes which help us identify any specifics about your relationship with the School.
- Course information listing all courses undertaken with the Dr. Vodder School.
 - Payment information is recorded without credit card details.
 - Notes are kept on specifics to your file such as correspondence and details of courses taken.
- Purchasing information, listing all the products you have purchased from the School.
 - Payment information is recorded without credit card details.
 - Notes are kept on specifics to your file such as correspondence and details of your purchase.

Student agreement forms, case presentations, disclosure forms, exams and certificates validating your prior training are kept in a paper filing system.

All data that we collect is stored in a secure place or on our computers that are password protected (along with other levels of electronic security). Any unnecessary information is destroyed as soon as it is not needed. We want to assure you that we are very interested in maintaining strict confidentiality of your information and that no personal information will be given to third parties, except as stated above unless we are legally required to.

Implicit (deemed) consent

For the purposes described above and with regard to disclosure, your receipt of this Privacy Policy will be deemed as consent unless you advise us orally or in writing that you do not wish us to use, disclose or collect further information or any part thereof.

Withdrawal of consent

At any time and with reasonable notice, you have the right to withdraw consent for us to use, disclose or collect further information about you. If the withdrawal of consent would frustrate the performance of any legal obligations, your consent may not be withdrawn. Withdrawing consent may also affect our ability to provide you with information regarding products and services that we offer. It may also affect the way that we are able to do business with you.

Right of access.

You have a right to access your personal information, subject to legal restrictions and right of refusal by the Dr. Vodder School. You also have a right to know which third parties, if any, we have disclosed your contact information to. A written, signed request must be received by the Dr. Vodder School in order to release this information.

We may charge a reasonable fee for you to access your personal information after informing you of the cost.

Your request for information may be denied for example if:

- the disclosure would reveal information about another individual
- the information pertains to a legal proceeding or investigation
- granting access could reveal confidential commercial information

How to contact us

If you have any concerns about this privacy policy, please contact us immediately and we will attempt to resolve the issues, including amending our policy if necessary.

Please send your written comments to:

Privacy Officer
Dr. Vodder School – International
PO Box 5121
Victoria, BC
V8R 6N4
Canada

Telephone: (250) 598-9862
Fax No.: (250) 598-9841
Email: privacy@vodderschool.com