

## **Beverage Container Program, Drop and Go Service Privacy Policy**

The Government of the Northwest Territories Department of Environment and Natural Resources (ENR) and its network of Beverage Container Program (BCP) Depot Operators (hereinafter referred to as “ENR”, “us”, “our”, or “we”) respects your right to privacy and is committed to protecting your personal information.

This Privacy Policy summarizes what personal information we will collect applicable to the “Drop and Go” service, part of the Government of the Northwest Territories’ (GNWT) beverage container recycling program, and how we will use this information. ENR reserves the right to change this policy and it may be updated periodically.

Please take a moment to review this policy, as it is important to understand why we are collecting your personal information and how it will be used.

### **Accountability**

ENR is accountable for all personal information in its custody or under its control. Any questions concerning the handling of personal information or about our Privacy Policy should be directed to:

Patrick Hough  
Recycling Program Coordinator  
Environment Division  
| Environment and Natural Resources  
Government of the Northwest Territories  
P.O. Box 1320 | Yellowknife, NT | X1A 2L9  
Tel: 1-867-920-6387 | Fax: 1-867-873-0101  
E-mail: Patrick\_hough@gov.nt.ca

### **The Personal Information We Collect**

BCP Depot Operators, on behalf of ENR, will only collect personal information that you voluntarily provide to us. The personal information that we collect includes:

Name

Telephone Number

Home Address

Postal Code

E-mail Address

In addition to your personal information, we will also request information from you regarding your preferred manner and timing of payment, and recycling returns information that is necessary for managing refunds.

### **Why ENR Collects Your Personal Information**

Your personal information is being collected by BCP Depot operators on behalf of ENR. It is being collected as part of the Beverage Container Program, and is protected by the privacy provisions of the *NWT Access to Information and Protection of Privacy Act ("ATIPP")*. It will only be used by authorized BCP Depot staff and ENR for the following purposes, or for a use consistent with these purposes:

- To establish and maintain responsible commercial relations with you and provide you with ongoing expedient and convenient service;
- To enable the BCP Depot to administer your account;
- To communicate with you with regard to your account and/or provide information on a BCP Depot, products, services, programs, contests, promotions, or events, provided that you may unsubscribe from these communications; and
- To aggregate recycling returns information on a regional basis to assist ENR in strategic decision making, marketing initiatives and improving its programs and services.

If you have questions about the collection of your personal information, please contact the Office of the Chief Information Officer per the contact information found on page 1 of this Privacy Policy.

### **Consent**

ENR seeks consent for all personal information we collect, use and disclose, either prior to collection or at the time of collection. If information is voluntarily provided, this is interpreted as consent to the collection, use, and disclosure of personal information as described in this Privacy Policy. We will not use personal information for any purpose other than that for which consent has been provided as outlined above, and the information is processed and stored in a strictly controlled, secure environment.

You can withdraw your consent and have your personal information deleted from our records at any time by providing us with written instructions, but you should be aware that any such withdrawal will mean that we will no longer be able to provide Drop and Go services to you. Oral instructions at a BCP Depot may be sufficient, but we may ask that you follow-up with written instructions for our records.

### **Limits for Collecting, Using, Disclosing and Keeping Personal Information**

ENR only collects and uses personal information for the purposes stated above. ENR will not disclose your personal information without your knowledge or consent, except as required by law. .

ENR does not give or trade any personal information with third parties.

### **Security**

ENR will protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Security measures are integrated into the

design, implementation and daily operating practices as part of ENR's ongoing commitment to protecting your personal information. BCP Depot Operators are legally obligated to meet the requirements under the *Access to Information and Protection of Privacy Act* in regard to controls relating to the use, disclosure, security, retention and disposition of the personal information that is collected.