

Welcome to EastCoastGlamping.ca's Privacy Policy!

EAST COAST GLAMPING INC. ("Company," "we," or "us") cares deeply about the privacy of its visitors and users, and is fully committed to protecting your personal information and use it properly in compliance with data privacy laws. This policy describes how we may collect and use personal information, and the rights and choices available to our visitors and users regarding such information.

We strongly urge you to read this policy and make sure you fully understand it, before you access or use any of our services.

Capitalized terms which are not defined herein shall have the meaning ascribed to them in our Terms of Use.

All of the materials included on this website are copyrighted materials of East Coast Glamping Inc. All rights reserved.

Please read carefully!

This East Coast Glamping Privacy Policy ("Privacy Policy") describes how we, together with its affiliated company, including CampGlamp.ca – "East Coast Glamping", "CampGlamp", "we" or "us") collect and use information pertaining to each of our unregistered visitors and registered users, including users with Paid Services (each, a "Visitor" or "User" (respectively), or "you"), in connection with their access to and use of East Coast Glamping's website (including www.eastcoastglamping.ca and any of its subdomains, the "Website"), and related services (collectively, the "Services").

The purpose of this Privacy Policy is to provide you with a clear explanation of when, why and how we collect and use your personal information, as well as an explanation of your statutory rights. This Privacy Policy is not intended to override the terms of any contract you have with us, nor any rights you might have under applicable data privacy laws.

Read this policy and make sure you fully understand our practices in relation to your personal information, before you access or use any of our

Services. If you read and fully understand this Privacy Policy, and remain opposed to our practices, you must immediately leave this website, application or service, and avoid or discontinue all use of any of our Services. If you have any questions or concerns regarding this policy, please contact us at cyn@eastcoastglamping.ca.

By accessing or using any of our services, you acknowledge that you have read this Privacy Policy.

For our Glamping Rentals Terms and Conditions, please visit the link on our website for Full Terms and Conditions relating to package rentals and purchases.

The content on EastCoastGlamping.ca and its sub-page CampGlamp.ca, is owned and edited by East Coast Glamping Inc. It's based on our company providing unique accommodation packages and/or experiences in campgrounds and at private homes in Nova Scotia and rentals of tents across Canada. We also have a SHOP where we sell Glamping products.

Brands and advertisers will never influence the content found on this site. Our opinions and thoughts are our own, and we do not enter into agreements with advertisers or brands. When we mention a property we work with or SIGNATURE PARTNER Campground, it's because we recognize they are committed to quality travel experiences or they are an official campground operating within Nova Scotia and we recognize their location is well suited to our Glamping experiences, with no remuneration!

Sometimes we link to third party websites, usually because they're in line with our experience philosophy of 'loving local' and adventure philosophies. Those linked sites and pages are not under our control, so we are not responsible for the content of those and we are not endorsing or sponsoring those sites or their information. We are also not responsible for what these sites do with your personal information should you choose to visit them.

To be very clear, we are a boutique-style, family-operated company with a focus on custom, personal experience design packages including canvas bell tents and custom made indoor party tents. All packages are a 'Use at

own risk' and package HIRERS recognize the risks associated with an activity such as camping in the outdoors, as per our Full Terms and Conditions.

Please see our Full Terms and Conditions, also located on our website. We are not responsible for the terms and conditions set by other campgrounds. HIRER is responsible and liable for abiding by the rules and regulations of the campground and subject to package termination according to the campground, should these rules and regulations not be adhered to.

Your access to and use of this website is subject to legally binding Terms and Conditions, between you the user and East Coast Glamping Inc., and by using the site you indicate your acceptance of these terms, which are as follows (and which may change, in which case we will post changes here, and you will be bound by the new terms if you continue to use our site).

Please read our Terms and Conditions through carefully before using the site or booking any package, party, product or service.

Are you an adult? You must be over 18 years to purchase or HIRE any of our packages, including the subscribing to our website and blog posts.

Copyright

We own our stuff. Please don't copy and/or share it with those, including our images, videos, logos and Glamping Packages. This is against the law: Copyright protection is automatic in Canada. A work need not be registered with the Canadian Copyright Office nor does it have to be marked with a © to indicate that it is copyright protected. If you'd like permission to share one of our photos, posts, videos, or other publications or work, please just ask!

PRIVACY POLICY:

We are committed to protecting your privacy and any personal information we collect about you. "Personal information" is personally identifiable

information such as your name, residential address and e-mail address and includes information about your products, services, subscriptions and usage and billing records. We do not capture or store credit card or payment information.

Personal Information

Personal Information under PIPEDA is any information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

What information do we collect?

Visitor and User Information

We collect two types of information regarding our Visitors and Users:

Un-identified and non-identifiable information pertaining to a Visitor or un-identified User, which may be made available to us, or collected automatically via his/her use of the Services (“Non-personal Information”). Such Non-personal Information does not enable us to identify the Visitor or User from whom it was collected. The Non-personal Information collected by us mainly consists of technical and aggregated usage information, such as Visitors’ and Users’ browsing and ‘click-stream’ activity on the Services, session heatmaps and scrolls, non-identifying information regarding the Visitor’s or User’s device, operating system, internet browser, screen resolution, language and keyboard settings, internet service provider, referring/exit pages, date/time stamps, etc.

Individually identifiable information, namely information that identifies an individual or may with reasonable efforts cause the identification of an individual, or may be of private or sensitive nature (“Personal Information”). The Personal Information collected by us mainly consists of contact details (e.g., e-mail address or phone number), billing details (name, physical billing address, payment method and transaction details), which are only collected from Users with Paid Services, details regarding a browsing or usage session (IP address, Geo-location and/or device unique identifier),

details regarding connected third party accounts (such as the e-mail or username for a connected PayPal, Google or Facebook account), correspondences (including those made through or uploaded to our Services), and any other Personal Information provided to us by Visitors and/or Users through their access to and/or use of the Services. For the avoidance of doubt, any Non-personal Information that is connected or linked to Personal Information (for example, in order to improve the Services we offer) is deemed and treated by us as Personal Information, as long as such connection or linkage exists.

We do not collect or hold any personal payment data as payment transactions occur securely via PayPal or email transfer directly between customers purchasing our services.

We collect two types of information: Personal Information (which could be used to uniquely identify an individual) and Non-personal Information (which is non-identifying).

We collect such information regarding our users and visitors, our users' users, job applicant and anyone else who may provide it to us.

How do we collect such information?

There are two main methods we use:

We collect information through your use of the website through completing online form inquiries or by emailing us with your information. When you visit or use our Services, including when you browse the Website and/or Subscribe to our Blog or Website, we are aware of it and may occasionally gather, collect and record such uses, sessions and related information, independently or with the help of third-party services, including through the use of "cookies" and other tracking technologies, as further detailed.

We collect information which you provide us voluntarily. For example, we collect the Personal Information you provide us when you inquire about booking our Services; when you sign in to our Services via third party services such as Facebook or Google; when you place purchases; when you submit or upload such Personal Information as you use any of our

Services; and/or when you contact us directly by any communication channel (e.g., online form, emails).

We also collect information from third party sources as described in Section 8 below.

Why do we collect such information?

We collect such Non-personal and Personal Information for the following purposes:

To provide and operate the Services;

To further develop, customize and improve our Services, based on Visitors' and Users' common or personal preferences, experiences and difficulties;
To provide you with a quote for your Glamping Packages and ensure we are creating an unique experience that meets your individual criteria.

To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;

To comply with any applicable laws and regulations.

We will only use your Personal Information for the purposes of creating a customized Glamping package for your event or reservation of facilitate delivery to you of a purchase made at East Coast Glamping:

our use of your Personal Information is necessary to perform a contract or take steps to enter into a contract with you, or

our use of your Personal Information is necessary to comply with a relevant legal or regulatory obligation that we have, or

our use of your Personal Information is necessary to support legitimate interests that we have as a business (for example, to maintain and improve our Services by identifying user trends and the effectiveness of East Coast Glamping campaigns), provided it is conducted at all times in a way that is proportionate, and that respects your privacy rights.

Our Services are not permitted to children under 18 years of age. No one under age 18 should provide any Personal Information to us through any of our Services. We do not knowingly collect Personal Information from children under 18. Parents and guardians should supervise their children's activities at all times.

We also collect and use information in order to contact our visitors, users and job applicants, and in order to comply with the laws applicable to us.

Where do we store your information?

East Coast Glamping Visitors', East Coast Glamping Users' and Users-of-Users' Personal Information may be maintained, processed and stored by East Coast Glamping. This information is stored securely and locally.

East Coast Glamping Jobs Applicants Information will be maintained, processed and stored offline and as necessary, in secured cloud storage provided by our Third Party Services.

Why do we collect Personal Information?

Information You Provide To Us. The Website provides various places for users to provide information. We collect information that users provide by filling out forms on the Website, communicating with us via contact forms, responding to surveys, search queries on our search feature, providing comments or other feedback, and providing information when ordering a product or service via the Website.

We use information you provide to us to deliver the requested product and/or service, to improve our overall performance, and to provide you with offers, promotions, and information.

The type of personal information we may or may not collect includes: name, address, country of origin for travel, names of travel companions and ages and contact information. We ask for age-related information to custom-furnish every tent uniquely.

The COMPANY may collect Personal Information about you and use it indefinitely for the following reasons to provide products and services to you: to inform you of changes and other relevant information pertaining to your purchase, to bill you when you make a purchase from us, or to improve our service offerings. East Coast Glamping takes your privacy very seriously and WILL NEVER sell or rent any Personal Information it collects. Should you wish to access or discuss the nature or use of your Personal Information as collected by East Coast Glamping, or update or request removal of that information, this is absolutely your right, and please contact us at cyn@eastcoastglamping.ca to do so. Of course, you can also unsubscribe from any newsletter or other East Coast Glamping mailing list at any time – if you have trouble with this, again, just let us know!

The Company collects your information in order to record and support your participation in the activities you select. If you register to download a PDF or resources, sign up for our newsletter, and/or purchase a product from us, we collect your information. We use this information to track your preferences and to keep you informed about the products and services you have selected to receive and any related products and/or services.

How do we use non-personal information?

Our site's operating system may automatically record some general information about your visit, such as:

- The country the search came from;
- The Internet domain for your Internet service provider, such as 'company.com' or 'service.ca' and the IP address of the computer accessing the website, such as 'ppp-55';
- The type of browser (such as 'Safari version x' or 'Internet Explorer version x') you are using;
- The type of operating system you are using (such as Macintosh, Unix, or Windows);
- The date and time you visit our site and the web pages that you visit on our site, along with the address of the previous website you were visiting, if you linked to us from another web site.

We use this information for statistical analysis to help us make our site more useful to users. We may disclose this non-personal information to third parties such as suppliers, clients or advertisers and/or use it for auditing purposes. This tracking

system does not record personal information about individuals or link this information to any personal data collected.

We may use 'cookies' that identify you as a return visitor. A cookie is a piece of data that a website can send to your browser, which may then store the cookie on your hard drive. So, when you come back to visit us again, we can tailor information to suit your individual preferences. The goal is to save you time and provide you with a more meaningful visit and to measure website activity. Cookies do not contain any personally identifying information. Browsers allow you to disable cookie collection if you wish, or inform you when a cookie is being stored on your hard drive.

Email Policies and What about spam?

We are committed to keeping your e-mail address confidential. We do not sell, rent, or lease our subscription lists to third parties, and will not disclose your email address to any third parties except as required by law.

You will not receive marketing email from Simply Good Form Consultancy unless you have consented to receive it.

From time to time we may use email as a way to keep in touch with our existing customers and other interested individuals. However, we do not send 'spam' (unsolicited marketing email).

If you agree to receive email communications from us, every email message we send you will include an email address to which you can respond. If at any time you decide you do not want to receive marketing email from us, simply let us know and we will remove your name and email address from our marketing lists. We will do the same with your mailing address and telephone number on request.

When you leave this site

This policy discloses the privacy practices for our website. However, our site contains links to other sites. Once you link to another site, you are subject to the privacy and security policies of the new site. We encourage you to read the privacy policies of all websites you visit, especially if you share any personal information.

HOW WE USE YOUR INFORMATION

We use your personal information as follows:

- to operate, maintain, and improve our sites, products, and services.
- to respond to comments and questions and provide customer service.
- to send information including quotes, confirmations, invoices, and support and administrative messages.
- to protect, investigate, and deter against fraudulent, unauthorized, or illegal activity.
- to provide and deliver products and services customers request.

Security:

While we use security measures on our website, the internet is, by its nature, inherently open and subject to interception of information, and East Coast Glamping can't guarantee that information you provide to us over the internet or otherwise will not be intercepted by third parties while it is being communicated by means that are outside of our control.

By choosing to provide us with your Personal Information you are consenting to its collection, use and disclosure in accordance with the principles outlined in this Privacy Policy. If you are under the age of 18, you must not provide any Personal Information to East Coast Glamping without the consent of your parent or guardian, or as otherwise provided for by applicable law. Please review our on-line Privacy Policy on a periodic basis. This Privacy Policy may be updated from time-to-time and your subsequent use of our website will be your consent to the collection, use and disclosure of your information as set out in this Privacy Policy.

East Coast Glamping has implemented security measures designed to protect the Personal Information you share with us, including physical, electronic and procedural measures. Among other things, we offer HTTPS secure access to most areas on our Services; the transmission of sensitive payment information (such as a credit card number) through our designated purchase forms is protected by an industry standard SSL/TLS encrypted connection.

Regardless of the measures and efforts taken by East Coast Glamping, we cannot and do not guarantee the absolute protection and security of your Personal Information, or any other User Content you upload, or otherwise share with East Coast Glamping or anyone else.

We therefore encourage you avoid providing us or anyone with any sensitive information of which you believe its disclosure could cause you substantial or irreparable harm. Furthermore, because certain areas on our Services are less secure than others (for example, if you browse to a non-

SSL page), and since e-mail and instant messaging are not recognized as secure forms of communications, we request and encourage you not to share any Personal Information on any of these areas or via any of these methods.

SECURITY OF YOUR PERSONAL AND CUSTOMER INFORMATION

We take the security of your personal and customer information very seriously, and store all information on 17Hats.com, which follows industry-standard protocols to protect it.

The database, including anything we store is encrypted using the industry standard AES-256 encryption algorithm.

WE NEVER SHARE YOUR PERSONAL INFORMATION

Your personal information is yours, and we deeply respect that! We will never sell your data to anyone, ever, period. Aside from the highly-specific and highly-controlled situations in the next two sections below, we will also never share your data with anyone.

SERVICE PARTNERS AND THIRD-PARTY SUB-PROCESSORS

In order to provide our Service, our email subscribers subscribe directly via our Wix website. We also use 17Hats for collection of information via the forms you choose your fill in as a request for information or services. 17Hats partner with, and share data, with the following services/sub-processors:

For Server Hosting and Metrics:

- Amazon Web Services - hosting services
- Cloudflare - site performance and security
- Google Analytics - website metrics
- Datadog - server metrics

For Payment Processing

- PayPal

Disclosure of Information

As a general rule, we do not sell, rent, lease or otherwise transfer any information collected either automatically or through your voluntary action.

We may disclose your personal information to our subsidiaries, affiliates, and service providers for the purpose of providing our services to you.

We may disclose your personal information to a third party, including a lawyer or collection agency, when necessary to enforce our terms of service or any other agreement between you and the Company.

We may provide your information to any successor or assign in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets and/or business.

We may disclose information when legally compelled to do so when we, in good faith, believe that the law requires it, or for the protection of our legal rights, or when compelled by a court or other governmental entity to do so.

Purchase Policies

You buy it, you are subject to the terms and conditions set out in our sales return policy available at time of purchasing materials in our online SHOP and also our Terms and Conditions for cancellation as outline in our Full Terms and Conditions, and this is available for signing prior to making your reservation. Please carefully read all of the information available and if you're unsure of any terms and conditions, contact us at info@eastcoastglamping.ca with your questions in advance of purchasing or Hiring a package.

Visitor GDPR Rights

If you are visiting this Website from within the European Union ("EU"), you are entitled to certain information and have certain rights under the General Data Protection Regulation of the EU which include the following:

- We will retain the any information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) We decide that the value in retaining the data is outweighed by the costs of retaining it.
- You have the right to request access to your data that we store and the rights to either rectify or erase your personal data.
- You have the right to seek restrictions on the processing of your data.
- You have the right to object to the processing of your data and the right to the portability of your data.
- To the extent that you provided consent to the our processing of your personal data, you have the right to withdraw that consent at any time, without affecting the lawfulness of processing based upon consent that occurred prior to your withdrawal of consent.

You have the right to lodge a complaint with a supervisory authority that has jurisdiction over issues related to the General Data Protection Regulation.

We require only the information that is reasonably required to enter into a contract with you. We will not require you to provide consent for any unnecessary processing as a condition of entering into a contract with us.

For more information about your rights as a website visitor from the EU and the GDPR, please see the European Commission website here - https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en.

INFORMATION CHOICES AND CHANGES

Most emails we send you will be about your account and our business dealings with you. Sometimes, we may send you non-essential emails, but these emails will have a clear way to "opt-out." If you opt out, you will no longer receive non-essential emails from us.

You can typically remove and reject cookies from our Service with your browser settings. Many browsers are set to accept cookies until you change your settings. If you remove or reject our cookies, it could affect how our Service works for you. So just a heads up on that.

We use appropriate security measures to protect against loss, theft, unauthorized access, disclosure, use or modification of personal information. Such measures will vary depending on the sensitivity, amount, format, nature and storage of the personal information and will involve, as applicable, physical, organizational and electronic security measures, including premises security, restricted file access, technological safeguards including security software and firewalls to prevent unauthorized computer access, and password and security policies.

In communicating with us, you should be aware that e-mail is not a fully secure medium.

Social Media Features and Framed Pages:

Our Services include certain Social Media features and widgets, single sign on features, such as the “Facebook Connect” or “Google Sign-in”, the “Facebook Like” button, the “Share this” button or other interactive mini-programs (“Social Media Features”). These Social Media Features may collect information such as your IP address or which page you are visiting on our Website, and may set a cookie to enable them to function properly. Social Media Features are either hosted by a third party or hosted directly on our Services. Your interactions with these third parties’ Social Media Features are governed by their policies and not ours.

In addition, our Services may enable you to share your Personal Information with third parties directly, such as via page framing techniques to serve content to or from Third Party Services or other parties, while preserving the look and feel of our Website and Services (“Frames”). Please be aware that if you choose to interact or share any Personal Information via such Frames, you are in fact providing it to these third parties and not to us, and such interactions and sharing too are governed by such third parties’ policies and not ours.

East Coast Glamping uses a Wix platform and through making a reservation with East Coast Glamping, Wix facilitates the collection, processing and use of your Personal Information via the WixHive API and your Personal Information will be transferred to and processed by Wix on your behalf.

Use of cookies and other tracking technologies

East Coast Glamping through the use of their Wix website, uses certain monitoring and tracking technologies (such as cookies, beacons, pixels, tags and scripts). These technologies are used in order to maintain, provide and improve our website services on an ongoing basis, and in order to provide a better experience. For example, thanks to these technologies, our website through Wix is able to maintain and keep track of our Visitor’s and Users’ preferences and authenticated sessions, to better secure our Services, to identify technical issues, user trends and effectiveness of campaigns, and to monitor and improve the overall performance of our Services.

We and certain third party services may use cookies and similar tracking technologies throughout our services.

These technologies are used mostly for stability, security, functionality, performance and advertising purposes.

You may block, opt-out of or otherwise manage such tracking technologies by yourself, through your browser settings or other sources – but please note that this may adversely affect the way you experience our services.

10.3 You may request to access, receive a copy of, update, amend, delete, or limit the use of your Personal Information you have provided to us. Just send us an e-mail. We will respond to your requests within a reasonable timeframe.

Data Retention

We may retain your Personal Information, as indicated in this Privacy Policy or as otherwise needed to provide you with our Services.

We may continue to retain such Personal Information even after you completed your Hire package or purchase, as reasonably necessary to comply with our legal obligations, to resolve disputes regarding our Users, prevent fraud and abuse, enforce our agreements and/or protect our legitimate interests.

We may keep your information for as long as your account is active, and longer as needed (for example, if we are legally obligated to keep it longer, or need it to protect our interests).

Language

This Privacy Policy was written in English, and may be translated into other languages for your convenience. If a translated (non-English) version of this Privacy Policy conflicts in any way with its English version, the provisions of the English version shall prevail.

Contacting us

If you have any questions about this Privacy Policy or wish to exercise any of your rights as described above, please contact us at cyn@eastcoastglamping.ca. We will attempt to resolve any complaints regarding the use of your Personal Information in accordance with this Privacy Policy.

Effective Date: December 1, 2014

Last Updated: November 8, 2019