

PRIVACY NOTICE

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NAV CANADA PUBLIC

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Au service d'un
monde en mouvement
navcanada.ca



Table of Contents

1. Our Commitment to Privacy	4
2. About this Privacy Notice	4
3. Collection, Use, Disclosure and Retention.....	4
3.1 Collection	5
3.1.1 What kind of information do we collect?	5
3.1.2 How do we collect information?	6
3.2 Use and Disclosure	7
3.2.1 How we use personal information.....	7
3.2.2 How and when we disclose personal information.....	7
3.2.3 Specific ways we may collect, use, and disclose personal information.....	8
3.3 Retention.....	10
4. How we protect your information.....	10
5. Where is your information stored?	10
6. Your privacy choices	11
6.1 Marketing	11
6.2 Call recording.....	11
7. Keeping your information updated	12
8. Accessing your information	12
9. Addressing your privacy concerns	13
Step 1: Talk to us	13
Step 2: Contact the NAV CANADA Privacy Office.....	13
Step 3: Contact the Office of the Privacy Commissioner of Canada	13
10. Changes to Our Privacy Notice.....	14
11. Definitions.....	14

1. Our Commitment to Privacy

This Notice pertains to the protection of personal information collected by NAV CANADA as part of our interactions with you. NAV CANADA is committed to protecting your privacy whether you are browsing for information or conducting business with NAV CANADA. The handling of all personal information by NAV CANADA is governed by the *Personal Information Protection and Electronic Documents Act* (PIPEDA).¹

Your privacy is important to us: At NAV CANADA, protecting the privacy and confidentiality of the personal information entrusted to us is very important. To that end and to help us meet this commitment, NAV CANADA has appointed a Privacy Officer to oversee NAV CANADA's privacy practices.

You have choices: We encourage you to read this Privacy Notice so that you understand how we collect, use, share and protect your personal information as well as how you can manage your information.

If you live in the European Economic Area ("EEA"), also known as the European Union, and are an EU citizen or data subject you have certain personal data rights under the *Global Data Protection Regulation* (GDPR) of the European Union, including access to what personal information we have about you, make corrections or updates to it, tell us to delete that data, or receive a portable copy of that information. These rights don't apply in all situations. Please click the link below for more information:

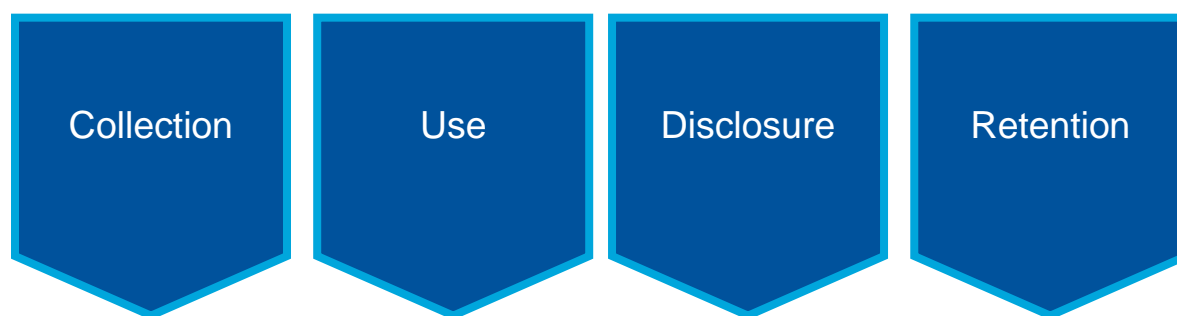
European Data Protection https://edps.europa.eu/data-protection_en

2. About this Privacy Notice

This Privacy Notice works collectively with our NAV CANADA Terms of Use. This Privacy Notice applies to the collection, use, and disclosure of any personal information collected by NAV CANADA in the course of carrying out our business. It will continue to apply for as long as NAV CANADA holds your information, including after the termination of any agreements with us. By providing us with information, you are consenting to the collection, use, disclosure, and retention of your personal information as set out in this Privacy Notice

3. Collection, Use, Disclosure and Retention

This Privacy Notice explains our current practices regarding what information NAV CANADA may collect, use, disclose and retain during the course of your business with us.



¹ British Columbia, Alberta and Quebec privacy legislation has been deemed substantially similar to PIPEDA and therefore follow their respective provincial privacy legislation.

3.1 Collection

We only collect personal information that is specifically authorized by law, or where the collection is necessary to provide you with a product and/or service.

3.1.1 What kind of information do we collect?

The type of information including personal information we collect depends on various factors and the medium in which you interact with NAV CANADA, such as the product or service you request or use, and any applicable legal and regulatory obligations. This information includes:

- **Contact information** that allows us to communicate with you, such as name, address, telephone number, email or other electronic communication address, social media account and facsimile number
- **Identifiable information** that allows us to establish your identity, including government issued identification when required
- **Financial information** as part of payment details for a product or service you request
- **User settings** (language, coordinates, units of measurement), RPAS-parameters (brand, series, maximum take-off mass, type, serial number, registration number), log files of flights made with an RPAS (name of operator and pilot, info about RPAS, start location and coordinates, end location and coordinates, start date, end date, start time, end time, radius, maximum height, flight type, notes, assessment of flight), and your name associated with any such information, if you use the NAV Drone platform (including the NAV Drone web or mobile applications of NAV CANADA)
- **Digital information** when you browse or download information from the NAV CANADA website, as our servers automatically collect limited amounts of standard information for traffic monitoring and statistical purposes. The information is analyzed for operational trends, performance, and for ways to improve our site. In this context, we collect the following standard types of information:
 - Your Internet Protocol (IP) address of the computer being used to access our site (a number identifying your device or router on the internet), as well as your internet service provider and sometimes your location, and your operating system (Mac OS, iOS, Windows, Android, Linux, etc.) which is not stored or retained in a format that can be used to identify you
 - Operating systems and the types and versions of browsers used to access our site (e.g. Google, Firefox, Internet Explorer, Safari)
 - Dates and times users access our site
 - Pages visited
 - Keywords users enter in our search engine
 - Names and sizes of files requested
 - Your social media username (if you interact with us through this medium which enables us to respond to your comments, questions, or feedback)

- Country and telephone code, you are in
- Photos or videos if you attend a NAV CANADA site or attend an event that NAV CANADA is hosting or in attendance at
- Information from NAV CANADA subsidiaries or facilities (e.g., NAV CANADA ATM Inc., the NAV CENTRE, etc.)
- Information from third party service providers who support our products and services and with whom we have agreements
- Your personal health information may be collected for the purpose of ensuring the safety of our employees, our valued clients and members of the public in our communities, and the continuity of our business, or otherwise as required by law
- Other information we collect that helps us to understand our relationship with you by learning more about you, including how you do business with us and what types of products, services, etc. you may like. This can include language and communication preferences, location, demographics, and interests.

There is other information that your computer/device generates as it communicates through our website, which is used to serve you directly and improve service. These are cookies:

- **Cookie information** is a small text file sent from a Web server and placed on your computer's hard drive. A cookie is generally used to enhance your browsing experience. You can choose to set your browser to detect and reject cookies, to accept cookies from all sites, or to prompt you whenever a site wants to send you a cookie. If you choose to refuse cookies, you may not be able to access some of the interactive features on our website. Cookies used by NAV CANADA do not give us access to anything on your hard drive and cannot do anything to your computer. Cookies used by us are encrypted for security purposes to make any information in the cookie unreadable to anyone except NAV CANADA. There are two types of cookies:
 1. **Session Cookies:** These may be used to support online feedback/discussions, forms and registration and 'e-commerce' transactions – they are used only during your online session and expire when you close your browser. Without session cookies, moving around our website could be much slower.
 2. **Persistent Cookies:** These are different from session cookies because they are stored on your computer's hard drive for some length of time – they are usually used if you want us to remember information about your Web preferences (e.g. large font) and passwords for automatic log-in purposes.

3.1.2 How do we collect information?

3.1.2.1 We may collect information from you directly or indirectly, including by way of:

- Product or services you sign up for with NAV CANADA and your use
- Purchases made on our e-commerce store requesting aeronautical publications and/or charts, etc.
- Completion of forms under the Land Use Program

- User-generated content on our social media websites such as photographs or comments you post
- Use of our website
- Completion of forms, e.g., flight planning
- Downloading or installing a NAV CANADA application, including the NAV Drone situational awareness application
- Surveys
- Attendance at NAV CANADA events hosted by NAV CANADA
- Visiting a NAV CANADA site, including the NAV CENTRE, etc.

3.1.2.2 We may also collect information by monitoring or recording your interactions with NAV CANADA through telephone calls, video conferencing, online chats, or other interactions with NAV CANADA's website to:

- Enhance and maintain client service quality;
- Confirm our discussions with you; and
- Conduct quality assurance and coaching.

3.1.2.3 We use surveillance, including video recording, at NAV CANADA sites, including at our air traffic control towers and other facilities, the NAV CENTRE, and other locations to:

- Maintain the safety of our clients, employees, and the public;
- Maintain the safety and security of our operations;
- Protect against illegal activity, such as theft and vandalism; and
- Enhance and maintain client service quality.

3.2 Use and Disclosure

3.2.1 How we use personal information

We may only use personal information for the purpose for which it has been collected, and for a consistent purpose, unless another use is specifically authorized by law.

3.2.2 How and when we disclose personal information

We may only disclose your personal information where we have your consent or other legal authority to do so, i.e. your personal information may be disclosed by NAV CANADA to third parties (i.e. provincial Medical Officer of Health, etc.) or otherwise as required by law, or where the disclosure is for the purpose that we collected the information, such as providing you with a product and/or service.

3.2.3 Specific ways we may collect, use, and disclose personal information

We use and disclose personal information to:

3.2.3.1 Provide safe air navigation services

- Air traffic control and advisory and alerting services, which includes aircraft movement data between air navigation service facilities, including those providing services in Canadian, designated and adjacent airspace.
- To monitor and promote aviation safety.
- Comply with legal, security, processing, and regulatory obligations with respect to safety.

3.2.3.2 Protect us or where permitted by law

- We share information to comply with legal and regulatory obligations, including demands or requests from governments, regulators, courts, and law enforcement authorities in Canada or other jurisdictions or countries.
- We may also collect, use, or share information without consent where required by law. For example, we may share personal information to investigate a privacy incident or breach of law.

3.2.3.3 Comply with our obligations with Airport Authorities, Canadian Border Services Agency, and our Regulators, including Transport Canada, The Transportation Safety Board of Canada, and the Canadian Transportation Agency

- We will share information to comply with obligations to support the preparation and execution of a flight, including providing aircraft movement data to Transport Canada, airport authorities, and customs agencies. With Transport Canada, this includes name, Transport Canada RPA pilot certification number, RPA pilot certificate level, and RPA registration number. We will also share your information which will include pilot name and phone number with Airport Authorities when flying within 3nm.
- We also share information with the Canadian Transportation Agency in connection with their enforcement as well as with the Transportation Safety Board of Canada which is governed by the Canadian Transportation Accident Investigation and Safety Board Act (CTAISB Act) which investigates civil aviation occurrences that take place in or over Canada and any place that is under Canadian air traffic control.

3.2.3.4 Provide you with information, products, or services you request and fulfil our contracts with you and our third-party service providers

- Establish and authenticate your identity.
- Help to ensure that the advice, products, and services offered to or purchased by you are appropriate for you.
- Set up, manage, administer, monitor, maintain, service, process, analyze, and audit your products and services (e.g., NAV CANADA Applications such as NAV Drone account).

- Levy and collect user charges for air navigation services and other products and services provided by NAV CANADA.

3.2.3.5 Manage your relationships within NAV CANADA and with NAV CANADA subsidiaries / affiliates

- We may share information within NAV CANADA and with NAV CANADA subsidiaries / affiliates, to manage your total relationship with us and with NAV CANADA subsidiaries/ affiliates, including NAV CANADA ATM Inc., and the NAV CENTRE (hotel, conference/ learning centre, spa and fitness, dining, etc.).

3.2.3.6 De-identification and analytics

- We may de-identify or anonymize your information by removing identifiable information such as your name, address, date of birth, etc. Such information may be aggregated with other information and used for internal business purposes such as analytics and reporting, developing, and improving our products and services, understanding, and predicting client needs and preferences, or enhancing our marketing.

3.2.3.7 Communicate with you

- Send communications by postal mail, email, text message, telephone, fax, other communication channels such as social media, etc. These communications include marketing or customer service communications (e.g., flight authorization confirmations, emergency email communications, account alerts, or other notices).

3.2.3.8 Manage our day-to-day business

- Enable NAV CANADA to monitor and promote air traffic safety; raise awareness of air safety and other issues; and better understand air traffic.
- Enhance and improve your overall relationship with NAV CANADA, including monitoring, reviewing, analyzing, or improving services and processes to make it easier to do business with us, e.g., website, communications.
- Provide you with information about other tools and services we offer.
- Promote and market products and services.
- Personalize your experience with us through data analytics or otherwise, including reviewing and analyzing your products and services, your needs, wants and customer satisfaction level.
- Understand and better manage NAV CANADA's business and the development of products and services through market research or analysis of data we hold about you, including with our business partners.
- Run our business, including but not limited to meeting tax, legal, accounting, and regulatory obligations.
- Promote our services using online media, news broadcasters or other reporting channels.

- Using third-party service providers to perform, provide or deliver products or services on our behalf or in support of our business (including cloud or hosting service providers).
- Manage our property and facilities, ensure environmental compliance, and perform risk management.

Information may be shared with or accessed by our third-party service providers so that they can perform, provide, or deliver products or services on our behalf or in support of our business. We are careful when selecting our service providers and require them to have privacy and security standards that meet NAV CANADA's requirements. We use contracts and other measures with our service providers to maintain the confidentiality and security of your information and to prevent it from being used for any other purpose than that for which it was intended.

3.3 Retention

We apply a general rule of keeping personal information for as long as it is required to fulfil the purposes for which it was collected. In some circumstances, however, the length of time we keep your information will vary depending on the product or service and the type of information we have and our legal obligations to do so. We keep your information for as long as we reasonably need it for customer service, legal or reasonable business purposes. For these reasons, we keep your information beyond the end of your relationship with us. We may retain personal information for other periods of time to meet our regulatory requirements, including where we are required to do so in accordance with legal, tax and accounting obligations.

In specific circumstances, we may also retain your personal information for longer periods of time, which may correspond to a statute of limitations, so that we have an accurate record of your dealings with us in the event of any complaints or challenges.

4. How we protect your information

At NAV CANADA, we take the protection of your personal information very seriously. Access to your data is physically and technically safeguarded and requires prior authorization. As well, NAV CANADA limits the processing of your information to the purpose for which it was collected in the first place. We make every reasonable effort to prevent unauthorized use, sharing, loss or theft of your information. We encourage you to take care when disclosing personal information online and use readily available tools and security measures to protect yourself online.

NAV CANADA's privacy and security practices are continually evolving to ensure that the integrity and confidentiality of information and systems are maintained. We use up-to-date security safeguards to protect our networks and websites from misuse, alteration, copying, disclosure, destruction, unauthorized sharing, or access to information. The safeguards deployed by us include the use of security solutions and encryption protocols and involve physical, technical, and procedural controls to protect information. We regularly assess our security measures to ensure that they remain effective and appropriate. Only employees who have a legitimate business need will be granted access to your information.

5. Where is your information stored?

Depending on the nature of the information, your information may be stored in various computer systems or in the record storage facilities of NAV CANADA or our third-party service providers. NAV CANADA uses cloud-based technology and relies on data centres that are primarily based within Canada.

However, information may be stored and processed in any country where we have affiliates or service providers. By using our products or services, you consent to the transfer of information to countries outside of Canada – which may include the United States – that are subject to different data protection and privacy regimes. NAV CANADA, service providers and other third parties, may also perform activities outside of Canada. As a result, your information may be securely used, stored, or accessed in Canada or in other countries and be subject to the laws of those countries. For example, information may be shared in response to valid demands or requests from Transport Canada, Airport Authorities, and Customs Agencies, government authorities, courts, and law enforcement officials in those countries.

6. Your privacy choices

Subject to legal, business, or contractual requirements, you can withdraw your consent to our collection, use or disclosure of your personal information at any time upon giving us reasonable notice. However, withdrawing your consent may limit or prevent us from providing or continuing to provide you with specific products or services. For example, if you sign up for a NAV Drone account, you may not withdraw your consent relating to matters that are essential to NAV CANADA providing services through the NAV Drone Application or the management of our business, including use of your email address. If you refuse or withdraw your consent for any purpose required to provide the NAV Drone Application and related services to you, we will no longer be able to provide the NAV Drone Application or service to you.

6.1 Marketing

Canada's Anti-Spam Legislation (referred to as "CASL") is a Canadian federal law that governs Canadian businesses or organizations using e-mail, text messaging or social networks to promote products and/or services.

Subject to applicable law, from time-to-time NAV CANADA may offer you products or services of NAV CANADA, NAV CANADA affiliates, and select third parties or for other promotional purposes, which may be of interest to you. Your consent to receive marketing communications is optional and you can decide to withdraw at any time. However, this will not limit the information provided to you through discussions with NAV CANADA representatives, or through general NAV CANADA marketing or servicing communications, such as electronic messages on our website or information we send you that is related to your existing products or services or is permitted or required by law. We may also, from time to time, communicate with you to ask whether you wish to update your marketing preferences to help ensure that our records are up-to-date and reflect your current preferences.

6.2 Call recording

Telephone calls with NAV CANADA representatives may be recorded and monitored for coaching, training, quality, and security purposes. If you do not wish to have your telephone call recorded, you may opt out by informing the call agent at the beginning of your conversation that you do not wish your call recorded.

7. Keeping your information updated

We make every reasonable effort to keep the information in our records as accurate, complete, and up to date as necessary. However, we also rely on you to tell us when your information changes. Keeping your information accurate and up to date allows us to continue to offer you the highest quality service.

We will update your file as quickly as possible. It may take up to 10 days for our records to reflect your choices. Also note that your choice may not be captured for a promotion already in progress. You may also opt out of email communications by selecting the “unsubscribe” link included in each of our email communications.

If you want to update or correct the personal information we hold about you:

- Please use the [Personal Information Request Form](#) to request access to your personal information, or
- Contact the NAV CANADA Privacy Office (contact information set out below).

8. Accessing your information

You have the right to access personal information we hold about you, subject to applicable privacy law and/or other legal exclusions. We will require that you put your request in writing and ask that you provide us with enough specific details to help us understand your request and conduct our search for your information. We will need to verify your identity before searching for or providing you with access to your information and will let you know in advance whether there will be a fee. We may also ask for additional information to confirm the scope of your request, such as the relevant time period or a specific description of the information you are seeking to access.

Once we receive your written request, verify your identity, and understand the scope of your request, we will provide a written response to your access request within 30 days. If you request information relating to a disclosure to a government institution, NAV CANADA must notify the government institution which received the information and as such, NAV CANADA cannot respond to the access request until receiving notification from the government institution of any objection and may need an extension to the 30 days, but we will always inform you.

There may be limits on your right to access information. For example, we are not able to provide information if the information is subject to legal privilege, contains confidential commercial information of NAV CANADA or third parties, relates to an investigation of a breach of an agreement or law, or contains personal information of other individuals that cannot be separated.

If NAV CANADA has obtained information about you from others, you can ask us for the source of that information. On request and where legally permitted, we will provide you with the names of third parties to whom we have given or may have given your information. However, this will not include service providers we have used to work for us. It will also not include reports to Transport Canada or information that has been provided for legal and regulatory obligations.

If you want to access the personal information we hold about you:

- Please use the [Personal Information Request Form](#) to request access to your personal information, or

- Contact the NAV CANADA Privacy Office (contact information set out below).

9. Addressing your privacy concerns

If you have any questions, concerns or complaints about this Privacy Notice or our privacy practices, let us know right away. If you choose to send us an email, don't include sensitive information such as card or account numbers.

You may also request a printed copy of our privacy notice or more details about our privacy notice and practices, including with respect to service providers outside of Canada. Refer to this NAV CANADA Privacy Notice or NAV CANADA Terms of Use.

Step 1: Talk to us

In most cases, a question, concern, or complaint is resolved simply by talking to us about it. You should be able to get swift results by talking to our NAV CANADA Customer and Stakeholder Services team.

- **Talk** to a NAV CANADA Customer and Stakeholder Services Specialist. Hours of operation are 8:00 am to 5:30 pm Monday to Friday (ET)
- **Call** us at 1-613-563-5588 or toll free (North America) 1-800-876-4693
- **Email** us at service@navcanada.ca

Step 2: Contact the NAV CANADA Privacy Office

If your question, concern, or complaint isn't resolved to your satisfaction, you can contact the NAV CANADA Privacy Office.

- **Email** us at privacy.confidentialité@navcanada.ca

- **Write** to us at:

Privacy Office
NAV CANADA
77 Metcalfe
Ottawa ON, K1P 5L6

Step 3: Contact the Office of the Privacy Commissioner of Canada

If the above steps do not resolve your concerns, you may consider escalating the matter further to the **Office of the Privacy Commissioner of Canada (OPCC)** as follows:

- **Hours:** 9 am to 4 pm Monday to Friday (ET)
- **Telephone:** 1-800-282-1376 (toll free)
- **Website:** www.priv.gc.ca
- **Write** to:

Office of the Privacy Commissioner of Canada
30 Victoria Street
Gatineau, Quebec K1A 1H3

10. Changes to Our Privacy Notice

We will post any modifications or changes to the Notice on our site. We reserve the right to modify the Notice at any time, so we encourage you to review it frequently. The “Last Revised” on the first page indicates when this Notice was last changed. We encourage you to periodically review this Notice to stay informed about our collection, use, disclosure, and retention of your personal information.

11. Definitions

To help you understand our Privacy Notice, here are some important terms you should know.

- **Log-in Data** means a User’s user identification (userID) and password which allows the User to gain access to an application.
- **NAV CANADA, we, us, our** means collectively NAV CANADA and its wholly-owned subsidiaries, including NAV CANADA ATM Inc.
- **Permitted or required by law** or “legal and regulatory obligations” means actions that we are permitted or required to do under applicable laws or regulations or applicable rules, codes, guidelines, expectations, or requests of any regulator or self-regulatory organization, or under any codes, programs or principles publicly adopted by NAV CANADA.
- **Personal Information** means any information about an identifiable individual including, but not limited to, your name, contact information (address, telephone number, cell or personal phone number or email), date of birth, account numbers or details, such as payment details, Log-in Data, etc. Information about or received from individuals and/or third-party service providers should be presumed to be personal information unless the contrary is clear.
 - By virtue of the applicable privacy legislation, personal information does not include job title, job description or business contact information, such as the information disclosed on a business card, including business phone and email address.
 - This information can be in any form including paper, electronic, audio, video or biometric, such as voiceprints, photographs, and signatures. This information can also include information collected through digital activities, such as device model, browser type and IP address
- **Privacy Officer** means an appointed individual accountable for overseeing privacy governance, all activities related to the implementation of NAV CANADA’s privacy policies and to ensure operational procedures and practices are in compliance with applicable privacy laws.
- **RPAS** (Remotely Piloted Aircraft Systems) means a navigable aircraft other than a balloon, rocket or kite, that is operated by a pilot who is not on board (also referred to as a drone, unmanned aircraft or unmanned aircraft vehicle (UAV)).
- **Third-party service provider** means an individual or corporate entity having a business relationship of any kind with NAV CANADA.
- **User** means any natural or legal person, regardless of their capacity and location, who uses an application.