

Privacy Policy

Great Divide Nature Interpretation

First created: January 2019

Latest review or revision: January 2019

Information We *Don't* Collect

Our website makes no use of cookies. We don't allow comments on the blog page and we do not use Google Analytics.

Our web hosting service does collect anonymous, aggregated analytics data about "visitors" to our website, as all websites do.

We don't collect email addresses for the purpose of future marketing.

What Information We Collect and How We Use It

The following items could be considered personal information under legislation and under certain circumstances.

1. Booking Forms

When you make a booking with us, we ask for information about the people in your party in order to manage your booking and to send one follow up email with you after the event.

This information may include:

- Names
- Ages
- Weights (for snowshoeing bookings)
- Where you are staying the night before our event (location information)
- Phone numbers
- Email addresses

We collect this info in one of two ways:

- Via Google forms - in the form itself and on linked spreadsheets. We usually print this information as a record of your booking.
- Handwritten booking forms that we fill out when talking to people by phone.

Both methods may also involve printing emails you've exchanged with us.

The text below appears on our Google forms and it provides you with the option of not using the form:

"PRIVACY note: The information you give us in this form is for the purpose of managing your booking. It is stored by Google and we delete it after each season of operation. If you would like to reserve without using this form, please call us at 403-522-2735."

2. Waivers

Before participating in one of our hiking or snowshoeing trips, you will be required to sign a waiver that indemnifies us. It asks for your:

- Physical home address
- Name
- Signature

3. Google Products

We use Gmail, so the email addresses for anyone who contacts our business are also subject to whatever Google does with them. For instance, Gmail remembers who's contacted us in the past.

We also set Gmail to store past emails indefinitely so that if you book with us again, we can use previous emails to remember when we last guided you and where we went.

How We Store and Delete Information

1. Hard copies of booking information are stored in our home and shredded 1 to 2 years after the event.

Depending on the stage of the process, we store printed material in binders or boxes. These are located in our home office or basement. We take the paper to a local company for secure shredding.

2. Hard copies of waivers are stored in our home and shredded 3 to 4 years after the event.

We keep waivers for at least 3 years after the event for legal purposes.

Depending on the stage of the process, we store waivers in binders or boxes. These are located in our home office or basement. We take the paper to a local company for secure shredding.

3. Google form data is deleted at the end of each season.

Until then, form data remains on Google servers and subject to their own privacy policy and security measures.

How We will Deal with a Security Breach

In the unlikely event that someone breaks into our home and removes personal data covered by this policy, we will do our best to let potentially affected parties know.

If Google has a security breach, we will also do our best to inform potentially affected parties.

How to Access your Personal Information and How to Contact Us with Privacy Questions

We will happily let you know the status of any information about you that we are currently storing online or as a hard copy. With the exception of waivers, we are happy to delete it or shred it ahead of schedule upon request.

Contact us:

Great Divide Nature Interpretation

Joel Hagen & Nadine Fletcher
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403-522-2735