

Right-Hand-Man Virtual Assistant Services

PRIVACY POLICY

This Privacy Policy sets out how Right-Hand-Man Virtual Assistant Services uses and protects any information that you give Right-Hand-Man Virtual Assistant Services when you use this website and when you contract us as your virtual assistant service provider.

Right-Hand-Man Virtual Assistant Services is committed to ensuring that your privacy is protected. If we ask you to provide certain information by which you can be identified when using this website, or during the course of our contract with our clients, you can be assured that it will only be used in accordance with this Privacy Policy.

What is Personal Information?

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

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy applicable to the website in question.

The 10 Principles of Privacy

Our Privacy Policy reflects our compliance with fair information practices as outlined in PIPEDA, other applicable laws and standards of practice.

1. Accountability

We take our commitment to securing your privacy very seriously. Each virtual assistant and employee associated with the Practice is responsible for the personal information under his/her control. Our virtual assistants are informed about the importance of privacy and receive information periodically to update them about our Privacy Policy and related issues.

In addition to establishing this Privacy Policy, we have appointed Darrell A. Williams as our contact for privacy matters. You can contact him via email at:

darrell@righthandmanva.com

2. Identifying Purposes: Why We Collect Information

We ask you for information to establish a relationship and serve your administrative needs. We obtain most of our information about you directly from you. You are entitled to know how we use your information. We will limit the information we collect to what we need to complete work for our clients, and we will use it only for those purposes. We will obtain your consent if we wish to use your information for any other purpose.

3. Consent

You have the right to determine how your personal information is used and disclosed. Consent may be given verbally, in writing or electronically, depending on the nature of the product or service.

4. Limiting Collection

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the services outlined in your contract.

5. Limiting Use, Disclosure and Retention

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope of the contract.

Under no circumstances do we sell any personal information to third parties. We will retain your information only for the time it is required for the purposes we describe and once your personal information is no longer required, it will be destroyed.

6. Accuracy

We endeavour to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

7. Protecting Your Information

We protect your information with appropriate safeguards and security measures. The Practice maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite at our office.

Access to personal information will be authorized only for the virtual assistants and employees associated with the Practice, and other agents who require access in the performance of their duties, and to those otherwise authorized by law.

Our computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases.

If you send us an e-mail message that includes personal information, such as your name included in the "address", we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

8. Keeping You Informed

If you have any additional questions or concerns about privacy, we invite you to contact us [by phone, fax, mail, e-mail, or our website] and we will address your concerns to the best of our ability.

9. Access and Correction

With limited exceptions, we will give you access to the information we retain about you within a reasonable time, upon presentation of a written request and satisfactory identification.

We may charge you a fee for this service and if so, we will give you notice in advance of processing your request.

If you find errors of fact in your personal health information, please notify us as soon as possible and we will make the appropriate corrections.

10. Challenging Compliance

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information.

In most cases, an issue is resolved simply by telling us about it and discussing it. You can reach us at:

Darrell A. Williams
Right-Hand-Man Virtual Assistant Services
44 Bayfield Street
Charlottetown, PE C1A 2G5
902-367-5019
darrell@righthandmanva.com

If, after contacting us, you feel that your concerns have not been addressed to your

satisfaction, we will provide information on other complaint procedures that may be available to you.

Conclusion

Any changes to our Privacy Policy shall be acknowledged in this Privacy Policy in a timely manner. You may see when this Code was last updated by referring to the modification date found below.

Last modified on the 11th day of August, 2007