

PRIVACY POLICY

The Canadian Alliance for Skills and Training in Life Sciences (CASTL) is a program of the PEI BioAlliance, a not-for-profit. CASTL provides training in bioprocessing and biopharmaceutical manufacturing to industry professionals, academic programs, and individuals transitioning between industries through hands-on training, academic and other partnerships, and the CASTL Online Academy.

CASTL may use your personally identifiable information subject to the terms of this policy. CASTL respects the privacy of its users and will not sell, barter, or rent your personally identifiable information to any unauthorized third party.

Collection of Personal Information:

Personally identifiable information is collected when registering to the CASTL Online Academy, when registering for and purchasing training courses, and when signing up to receive information and news from CASTL. Data collected may include, but is not limited to, first name, last name, email address, billing and contact information. Your information is securely stored for tracking and referral purposes.

Personal Information of Children:

Our programming is not intended for children under 13 years of age. No one under the age of 13 may provide any information to or on this website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this website or on or through any of its features/register on the website, make any purchases through the website, use any of the interactive or comment features of this website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or username you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at info@castlcanada.ca.

Use of Personal Information:

Personally identifiable information is used to create a user account, provide access to the system, provide customer support, and track course registration information. CASTL may also use this information to conduct user surveys, to contact you directly about products and services that may be of interest to you. You can 'unsubscribe' from email communications at any time by selecting 'unsubscribe' at the bottom of marketing emails or by contacting us at info@castlcanada.ca.

Partners:

CASTL has global (NIBRT) and national (adMare Academy) partners and provides services and training products jointly with third party organizations. We may transfer personal information that we collect or that you provide as described in this policy to these third-party organizations, please visit their websites and review their privacy policies.

We may process, store, and transfer your personal information in and to a foreign country, with different privacy laws that may or may not be as comprehensive as Canadian law. In these circumstances, the governments, courts, law enforcement, or regulatory agencies of that country may be able to obtain access to your personal information through the laws of the foreign country.

By submitting your personal information or engaging with this website, you consent to this transfer, storage, or processing.

Links:

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and read the privacy statements of any other site that collects personally identifiable information.

Cookies:

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. Cookies can enable us to track and target the interests of our users to enhance experience on our site. Usage of cookies is in no way linked to any personally identifiable information on our site.

Surveys:

CASTL partners, clients and learners have the opportunity to provide feedback to CASTL through course evaluations, surveys and other feedback mechanisms. These surveys are designed to measure user satisfaction and provide feedback on program and product quality and solicit feedback about additional training needs. Your participation is voluntary. Data collected is used to improve programs and products and for research purposes. This data may be shared in report format to funding partners and other service and training delivery partners. In cases where survey data is shared externally, personal information collected in survey and evaluations will not be shared to third parties without prior consent unless where required by law. In addition, feedback provided through the CASTL Online Academy will also be available to NIBRT. CASTL reserves the right to maintain evaluation and feedback records.

Modifying your Personal Information:

When logging in to the CASTL Online Academy, you may review, change, or update your personal information in your account settings. You may also do that by contacting the CASTL Online Academy at coa@castlcanada.ca.

You may update contact information in mail lists and course registrations, by contacting CASTL at info@castlcanada.ca.

Information Dissemination: Opting Out

CASTL will, from time to time, request your permission to use information, survey responses, and evaluation responses in the use of marketing materials and testimonials. Your permission will be requested within a feedback evaluation form or through email or telephone.

If CASTL intends to use your personally identifiable information in a manner materially different from that stated at the time of collection or within this policy, you will be notified by email. You will have the opportunity to consent or to deny the use of your information in a different manner.

Protection of Information:

CASTL's website is hosted in a secure server environment. The CASTL Online Academy is hosted by a third-party learning management system and administered in partnership with NIBRT. Your access to the Online Academy is password protected with unique login information for each user.

CASTL is not liable for loss of passwords due to user carelessness. If someone learns your password, you may lose control over your personally identifiable information. If you believe your password has been compromised, we recommend that you immediately change your password.

Retaining Personal Information:

CASTL will retain a user's personal information as long as necessary to fulfill the identified business purpose.

Withdrawing your Consent:

Where you have provided your consent to the collection, use, and transfer of your personal information, you may have the legal right to withdraw your consent under certain circumstances. To withdraw your consent, if applicable, contact us at info@castlcanada.ca. Please note that if you withdraw your consent, we may not be able to provide you with a particular product or service. We will explain the impact to you at the time to help you with your decision.

Governing Law:

This policy and the use of this site are governed by the Personal Information Protection and Electronic Documents Act (PIPEDA). You may obtain a copy of the Act at <https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda>. CASTL reserves the right to change this policy at any time. Continued use of the site and services implies your acceptance of any changes to this policy.

This statement and the policies outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party.

Contact:

Inquiries, comments, or complaints concerning this policy may be directed to CASTL by email info@castlcanada.ca.