

## Privacy Policy of Lazy Rock RV Park and Campground

At Lazy Rock RV Park and Campground, protecting the privacy of your personal information is an important principle. We are committed to collecting, using, and disclosing personal information responsibly and only to the extent necessary to provide our services. This policy explains how we collect, use, and protect your information in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

### What is Personal Information?

Personal information refers to information about an identifiable individual, such as their name, contact details, or payment information. It does not include business contact information (e.g., a business phone number, address, or email) when used solely for business purposes. However, if business contact details are provided in a personal context (e.g., when a business owner books a site for personal use), they are treated as personal information under this policy.

### Who We Are

Lazy Rock RV Park and Campground provides short- and long-term camping services. We operate with a small team and, in some cases, work with third-party service providers to deliver our services (e.g., payment processing, maintenance). These providers are required to protect your personal information and adhere to privacy principles.

### What Personal Information We Collect and Why

We collect only the personal information necessary to facilitate reservations and provide campground services. This includes:

- Names of campers and occupants
- Contact information (e.g., phone number, email address)
- Payment details for processing reservations

We use this information to:

- Confirm and manage your reservation
- Provide access to our campground facilities
- Ensure safety, security, and enjoyment for all guests
- Process payments securely

We do not collect sensitive personal information (e.g., health details) unless you provide it for specific service accommodations, with your consent.

### Use of Video Surveillance

We may use video surveillance in public areas of the campground to ensure the safety, security, and reasonable enjoyment of guests and staff.

#### Notification:

Signs are posted where required by law to inform you that video equipment is in operation.

#### What is Captured:

Video recordings may include images of individuals, vehicles, and activities in public spaces.

### **Retention:**

Recordings are stored securely and retained for a minimum of 5 days before being destroyed unless required longer for legal or investigative purposes.

If you have questions about video surveillance or wish to access recordings that include you, please contact us at lazyrockresort@gmail.com.

### **Disclosure of Personal Information**

We do not sell or share your personal information for marketing purposes. However, we may disclose your information in the following circumstances:

- To third-party service providers: We use trusted third parties, such as Square, for secure payment processing.
- As required by law: To comply with legal obligations or in response to lawful requests (e.g., court orders).
- To protect safety and property: If someone's safety or property is at risk.

### **Protecting Your Personal Information**

We take the following steps to protect your personal information:

- Paper records are stored securely in locked areas.
- Electronic records are protected with passwords and encryption.
- Access to personal information is limited to staff or service providers who require it to perform their duties.
- Records are securely destroyed when no longer needed.

### **Retention of Personal Information**

We retain personal information only as long as necessary to fulfill the purposes for which it was collected or as required by law.

- Paper records: Securely shredded or burned when no longer needed.
- Electronic records: Deleted or anonymized when they are no longer required.
- Video recordings: Retained for a minimum of 5 days unless needed for legal or investigative purposes.

### **Accessing or Correcting Your Personal Information**

You have the right to access the personal information we hold about you and request corrections if necessary. To make a request:

1. Submit your request in writing to lazyrock@gmail.com.
2. Provide sufficient details to help us locate your records.

We will respond within 30 days unless an extension is required, in which case we will notify you.

### **Changes to This Privacy Policy**

We may update this privacy policy from time to time. Any changes will be posted on our website at <https://www.lazyrock.ca>. We encourage you to review it periodically. By continuing to use our services, you accept the updated policy.

## Contact Us

If you have any questions, concerns, or complaints about how we manage your personal information, please contact us:

Jonathan Keller

28 Taggart Lake Rd

Mattawa, Ontario, Canada P0H 1V0

Email: [lazyrockresort@gmail.com](mailto:lazyrockresort@gmail.com)

Phone: 705-200-0055

We will acknowledge your inquiry or complaint and respond promptly.