Radio Queen's University Privacy Policy

Approved by the RQU Board of Directors August 11th 2026

1. Introduction

CFRC 101.9 FM Radio Queen's University (RQU) is committed to protecting your privacy and the personal information you provide when engaging with us. Personal information is collected for programming and administrative purposes. CFRC/RQU only collects information necessary to administer our programs, activities and carry out our services for the purposes for which the information was collected. Personal information is retained only as long as is necessary for the fulfilment of the purposes for which it was collected and disposed of within one year and in accordance with Queen's University's Records Retention Schedule. CFRC/RQU also follows policies, procedures and standards for the protection of personal information it collects with assistance and guidance from the University's Information Security Office.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, contact us, or use our services. As a federally regulated broadcaster and provincially chartered corporation, CFRC/RQU complies with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). Further, RQU complies with any and all requirements of privacy legislation including but not limited to the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. F.31, and the Canadian Anti-Spam legislation requirements.

2. Information We Collect

CFRC/RQU does not automatically collect or store any personal data when you visit our website. We only collect personal information that you voluntarily provide to us through our online forms available through our website's contact page including name, email address, and your message or responses on each form.

3. How We Use Your Information

We use the information you provide to us for the following purposes:

Contact Forms

CFRC contact forms are hosted by Google Workspace. When you submit a message through our contact forms, your information is used by CFRC/RQU as follows:

- Submitting Feedback: Messages are for internal use only, you may be contacted by a staff member if you request a followup response.
- Song requests: Your song requests may be aired by our DJs. Your name will not be shared unless you wish to be acknowledged.
- Concert and Event Announcements: your messages will be added to our concert and events calendars on our website, social media, and read over the air by our news team and/or DJs. Your name and email address will not be communicated unless you specifically request this in your message. By submitting a concert or community event announcement, you consent to your message being broadcast.
- News Tips and Media Releases: Your message may be used in broadcast news programs and publication on CFRC's website. Your name and email address will not be broadcast or published unless you specifically request this in your message. By submitting a news item or media release, you consent to your message being broadcast and/or published on CFRC's website.

- Studio Booking: We collect your name and email in order to connect with you to solidify logistics required for booking space in our performance and recording studios. This information is for internal use only and will not be shared with third parties or used for any other purpose. By submitting a booking request form, you agree to be contacted by CFRC to organize your visit.
- Event Registration and Project Application Forms: We collect your name and email in order to register you for CFRC events including concerts and workshops or to contact you with the results of applications for various CFRC projects including artist residencies. Your information is for internal use only and will not be shared with third parties or used for any other purpose. By submitting information on our event registration or project application forms, you agree to be contacted by CFRC for follow up including notification about the outcome of applications.
- All Other Inquiries**:** Messages sent for general inquiries, advertising, feedback, or other topics are for internal use only and will not be broadcast on the air or published on our website. Personal information including names and emails will not be shared with third parties or used for any other purpose.

4. Third-Party Services:

4 a) Donations and Payments

When you make a donation to CFRC 101.9 FM online, you do so through secure third-party payment platforms (Queen's University, Shopify, PayPal, Square, or Interac e-Transfer). You are subject to those platforms' respective privacy policies and terms of service. CFRC does not collect, store, or process payment information directly to best ensure the strongest possible data security for you.

You can find the Privacy Policies of CFRC/RQU's third-party digital payment systems below.

- **Queen's University:** queensu.ca/secretariat/policies/finance/payment-card-acceptance-policy
- **Shopify:** shopify.com/ca/legal/privacy
- **PayPal:** paypal.com/privacy
- **Square:** squareup.com/ca/en/legal/general/privacy-no-account
- **Interac e-Transfer:** Governed by your financial institution's privacy policy

4 b) Email and Contact Form Service Provider

CFRC 101.9 FM mobilizes the Google Workplace Suite to send and receive emails and manage our various contact forms. Google workspace facilitates conveyance of messaging in accordance with its Privacy Policy while the suite has layers of defences including 2-Step Verification, advanced phishing/malware protection, Data Loss Prevention, Client-Side Encryption, and DNS authentication. Google Workspace maintains its own Privacy Policies and CFRC/RQU will not share your personal information.

5. Information Sharing and Disclosure

We do not sell, rent, or trade your personal information to third parties. CFRC/RQU may share your information only in the following circumstances:

- **With Your Consent:** CFRC will not disclose your personal information under any circumstances except where you have provided permission to do so (for example: "*to learn more about ticket information for this event, contact XYZ at xyz@email.com*"
- **Legal Requirements:** We may disclose your information if required by law or in response to valid requests by public authorities

6. Data Retention

Personal information collected by CFRC/RQU shall be retained no longer than is reasonably necessary to fulfill the enumerated purposes enumerated up to a maximum of one year. After enumerated purposes are complete or one year has passed, CFRC/RQU shall engage in processes of secure file destruction.

7. PIPEDA and You

Under Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), you have the following rights:

- **Access:** You have the right to request access to the personal information we hold about you
- **Correction:** You have the right to request correction of any inaccurate or outdated personal information
- **Withdrawal of Consent:** You may withdraw your consent for us to use your information at any time, subject to legal or contractual restrictions
- **Deletion:** You may request deletion of your personal information, subject to our legal obligations and legitimate interests

To exercise any of these rights, please contact us using the information provided in Section 10.

8. Data Security

CFRC/RQU's privacy policies are periodically reviewed and enhanced as necessary while only authorized personally have access to personal information. CFRC/RQU has a certified IT worker on staff who maintains and upgrades secure server systems while financial information remains encrypted by third party digital payment systems (ie: Paypal, Shopify) before that information is sent to CFRC/RQU. All reasonable efforts are made to ensure the security of data at CFRC including your personal information.

9. Children's Privacy

CFRC 101.9 FM Radio Queen's University does not solicit nor knowingly collect personal information from children under 16 years of age. Parents or guardians may provide personal information on behalf of a child under 16 years old.

10. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

CFRC 101.9 FM Radio Queen's University
Dinah Jansen (Executive Director)
Email: station@cfrc.ca
Phone: (613) 533-6000 ex 74860
Address: 62 Fifth Field Company Lane, Carrthers Hall, Kingston, Ontario, K7L 3N6

You may also file a complaint with the Records Management and Privacy Office
Email: access.privacy@queensu.ca
Phone: (613) 533-6000 ext. 75226
Address: Suite F300 Mackintosh-Corry Hall, Queen's University, Kingston, ON K7L 3N6

or

You may also file a complaint with the Office of the Privacy Commissioner of Canada:
Office of the Privacy Commissioner of Canada
30 Victoria Street, Gatineau, Quebec K1A 1H3
Toll-free: 1-800-282-1376
Website: priv.gc.ca

11. Changes to This Privacy Policy

CFRC/RQU's Finance Committee and Governance Committee will review this Privacy Policy at least once every two years or more frequently as needed to strengthen and update procedures and to also meet practical, legal, regulatory and industry standards and requirements.

12. Consent

By using CFRC's website and submitting information through CFRC/RQU's forms and third party payment services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.