

Privacy Policy

Effective Date: April 24, 2026

Last Updated: April 24, 2026

The Newcomer Centre of Peel (NCP) is committed to protecting the privacy and personal information of individuals who visit our website.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (www.ncpeel.ca) and use our online services.

This policy is developed in accordance with applicable Canadian privacy legislation, including the **Personal Information Protection and Electronic Documents Act (PIPEDA)**.

By using our website and submitting your information, you consent to the collection and use of your information as described in this policy.

1. Information We Collect

We collect only the information necessary to support our programs and services.

a) Information You Provide

When you use our website (for example, through our online booking/intake form), we may collect:

- Name
- Contact information (email, phone number, address)
- Basic personal details required to deliver services
- Program-related information, including immigration-related information where required to provide services

b) Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and device information
- Pages visited and time spent on the site
- Referring website

This information helps us understand website usage and improve user experience.

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2. How We Use Your Information

We use the information collected to:

- Respond to inquiries and appointment requests
- Provide and coordinate services
- Communicate with you regarding programs or services
- Improve our website and service delivery
- Meet reporting and accountability requirements (in aggregated, non-identifiable form)

We do not use personal information collected through intake forms for marketing purposes without your consent.

3. How Information Is Collected and Shared

- Information submitted through our website forms is transmitted to appropriate NCP staff for follow-up and service delivery
 - We do not sell or rent personal information
 - We may share information:
 - With staff and departments within NCP to deliver services
 - When required by law
 - In aggregated or anonymized form for reporting purposes
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4. Use of Cookies and Analytics

Our website uses standard technologies such as cookies and analytics tools (e.g., Google Analytics) to:

- Understand how visitors use the website
- Improve functionality and user experience

You may adjust your browser settings to refuse cookies; however, some features of the site may not function properly.

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5. Data Security

We take reasonable administrative and technical measures to protect personal information, including:

- Secure website connections (HTTPS)
- Restricted access to information by authorized staff
- Internal practices to limit unnecessary data access

While we strive to protect your information, no method of transmission over the internet is completely secure.

6. Data Retention

Personal information is retained only as long as necessary to fulfill the purposes outlined in this policy or as required by law.

7. Your Rights

You have the right to:

- Request access to your personal information
- Request corrections to your information
- Withdraw consent for future use of your information, where applicable

To make a request, please contact us using the details below.

8. External Links

Our website may contain links to external websites. NCP is not responsible for the privacy practices or content of those sites.

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9. Children's Privacy

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children without appropriate consent.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with the revised effective date.

11. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Newcomer Centre of Peel

165 Dundas Street West, Suite 116

Mississauga, ON L5B 2N6

Email: info@ncpeel.ca

Phone: 905-306-0577

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Decorative geometric shapes in the bottom right corner, including a black triangle, a green triangle, and a dark green triangle.