

## Terms and Conditions

The Canadian Human Rights Commission is engaging online with people in Canada to inform how it will monitor the Government of Canada's implementation of the United Nations *Convention on the Rights of Persons with Disabilities*. This online survey is designed to offer people in Canada, especially people with disabilities and their caregivers, an opportunity to provide input and contribute to the Canadian Human Rights Commission's work.

The information collected through this engagement activity will help the Canadian Human Rights Commission to better understand how people in Canada, especially people with disabilities and their caregivers, would like the Canadian Human Rights Commission to do its monitoring work.

These Terms and Conditions set out the terms for use of the online survey and the Privacy statement sets out how your personal information will be collected and for which purpose, as well as how it will be used and shared. These Terms and Conditions and the Privacy statement should be read jointly.

### (1) Official languages

The *Official Languages Act* and Regulations set out when to use English and French to provide services to or communicate with members of the public. In some cases, such as for non-government sites, the legislation does not apply, and content may be available in one official language only.

### (2) Accessibility

The Canadian Human Rights Commission is committed to achieving a high standard of accessibility as defined in the *Standard on Web Accessibility* and the *Standard on Optimizing Websites and Applications for Mobile Devices*. In the event of difficulty using the survey, please contact the technical support team using the button in the survey. The team is available from 7:00AM to 7:00PM Eastern Standard Time, seven days a week.

To return your survey, please take a picture of your responses or scan your completed survey and email it to: [survey@chrc2020-ccd2020.ca](mailto:survey@chrc2020-ccd2020.ca)

### (3) Linking to non-Canadian Human Rights Commission websites

Links to websites not under the control of the Canadian Human Rights Commission are provided solely for convenience purposes. The Canadian Human Rights Commission is not responsible for the accuracy or reliability of the content and does not endorse the sites and their content. The *Privacy Act* or the *Official Languages Act* do not apply to these websites and the websites may not be accessible to people with disabilities.

### (4) Ownership and usage of content

The materials in this survey are the property of the Canadian Human Rights Commission. They were developed for the purpose of engaging with people in Canada on how the Canadian Human Rights Commission should monitor the Government of Canada's implementation of the United Nations *Convention on the Rights of Persons with Disabilities*. You may use these materials in accordance with the Government of Canada's Terms and Conditions (<https://www.canada.ca/en/transparency/terms.html>).

A third-party provider, Hill+Knowlton Strategies, manages the survey on behalf of the Canadian Human Rights Commission.

#### (5) Copyright Held by Another Party

Some of the content in this survey may be subject to the copyright of another party. If the Canadian Human Rights Commission does not hold the copyright, the materials are protected under the *Copyright Act*, and international agreements. Details concerning copyright ownership are indicated on the relevant page(s).

#### (6) Trademark notice

The official symbols of the Canadian Human Rights Commission may not be reproduced, whether for commercial or non-commercial purposes, without prior written authorization.

#### (7) Participation guidelines

The Canadian Human Rights Commission wants all participants to provide open and honest feedback in this engagement activity while ensuring a respectful and productive online discussion. The Web is a 24/7 medium and your comments are welcome at any time.

Technical support is available by email only and will be provided from 7:00AM to 7:00PM Eastern Standard Time, seven days a week.

If you experience difficulty using the survey, you can contact the technical support team through the button located in the survey. You will be asked to provide your name and email address and a brief description of the issue. Responses can be expected within 24 hours.

If you have any questions about these Terms or if you wish to make any complaint or claim with respect to this engagement activity, please contact us at: [tabatha.tranquilla@chrc-ccdp.gc.ca](mailto:tabatha.tranquilla@chrc-ccdp.gc.ca).

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## Privacy Statement

Completion of this survey is voluntary. The information will be collected using the third-party hosted online service of SurveyGizmo. SurveyGizmo operates in the cloud using Amazon Web Services. This survey and all the data it collects are securely hosted on the Canadian servers of Amazon Web Services and therefore, your data falls under Canadian privacy laws.

Aside from where it resides on the Amazon Web Services cloud, the information you provide will be stored securely by Hill+Knowlton Strategies and the Canadian Human Rights Commission. SurveyGizmo and its partners use cookies for providing an optimal user experience. You may refer to SurveyGizmo's Privacy statement (<https://www.surveygizmo.com/privacy/>) for additional information on the platform's storage and use of data.

Any personal information that may be collected will be protected, used and disclosed in accordance with Canada's *Privacy Act* and as described in the Standard Personal Information Banks entitled Public Communications (PSU 914) (<https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/information-about-programs-information-holdings/standard-personal-information-banks.html#psu914>) and Outreach Activities (PSU 938) (<https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/information-about-programs-information-holdings/standard-personal-information-banks.html#psu938>).

Under the *Privacy Act*, you have the right of access to, and correction of, your personal information, if you have provided any. This survey will only collect personal information, such as email address, should you wish to save and continue your survey at a later time, or if you would like to be kept updated on the results of the engagement activities.

Regarding the “save and continue” functionality, you will be asked to provide and verify your email address. A link will be sent to your email inbox and allow you to access your survey at any given time.

For the purposes of this engagement, Hill+Knowlton Strategies or the Canadian Human Rights Commission may choose to communicate with you using the email address provided to send reminders about your incomplete survey or to update you on the results of the engagement activities.

If you wish to do so, or have any questions, comments, concerns or complaints regarding this statement, please contact the Canadian Human Rights Commission’s Ginette Bastien, Access to Information and Privacy Coordinator, by email at [ATIP.AIPRP@chrc-ccdp.gc.ca](mailto:ATIP.AIPRP@chrc-ccdp.gc.ca) or by calling 613-943-8950 or 1-888-214-1090.

For more information on privacy issues and the *Privacy Act* in general, consult the Office of the Privacy Commissioner website (<https://www.priv.gc.ca/en/>) or call 1-800-282-1376. If you wish to do so, or have any questions, comments, concerns or complaints, you may also contact the Office of the Privacy Commissioner.

Any comments you provide may be used for public reporting or in other Canadian Human Rights Commission communications activities, with full anonymity and in accordance with the *Privacy Act*.

### How your data and input will be used

All information gathered during the engagement activities will be used to inform the development of the Canadian Human Rights Commission’s monitoring work.

Your answers will be included with the input we are gathering from all forums and the results will be shared anonymously in a “What we heard” report.