



## TESL Ontario's Privacy Policy

### Collecting personal information

TESL Ontario collects necessary personal information including name, mailing address, telephone number, email address from applicants applying for membership or accreditation.

Furthermore, TESL Ontario collects member email addresses for the purpose of communicating with members, for distributing e-publications, and for informing members about services and benefits their membership provides them.

Members may opt out receiving such messages by emailing [administration@teslontario.org](mailto:administration@teslontario.org).

Information is collected in two ways: through the TESL Ontario website by filling out the online forms or submitting printed application forms to the TESL Ontario office.

### Processing applications

Applications for membership are processed by TESL Ontario's staff members.

Applications for accreditation may also be reviewed by TESL Ontario's Adjudicator.

TESL Ontario's Adjudicator and Staff members are required to keep all collected data confidential.

### Processing payments

Payments for applications are accepted through TESL Ontario's secure website using the services of Elavon Inc., or by cheque, cash and credit cards at the TESL Ontario office.

Elavon's electronic purchase service requires cardholders to provide contact information including name, address, telephone number, email address, and also to provide financial information including credit card number, expiry date, CVV number and name on the card.

Elavon does not disclose credit card numbers and expiry dates to TESL Ontario. For more information about privacy, read Elavon's privacy statement at

<https://www.myvirtualmerchant.com/VirtualMerchant/showcontent.do>

### Protecting personal information

Members' records of membership and accreditation are not released to or discussed with a third party including, but not limited to, members' spouses and children, ESL or LINC program supervisors, TESL training program directors, and employers unless there is a letter of consent for release of information from the member in place. Letters of consent are kept in members' files.

Members' electronic records, emails, online applications, images of documentation, and any other electronic data or submissions belonging to our members are not displayed on computer screens while staff members are away from their desks or third-party individuals are present.

TESL Ontario certificates of accreditation are accessible online only to the rightful owners through the TESL Ontario Registries. Each accredited member has his/her own TESL password for accessing their certificates online.

When there is a telephone inquiry, members are asked to identify themselves by providing their membership number, full names, and address/phone number.

Telephone conversations about members' applications, documents, and records kept by TESL Ontario are not conducted in the presence of a third party.

All documents containing personal information not placed into members' files are shredded.

### **Disclosing personal information**

TESL Ontario does not sell, trade or otherwise transfer any personal information to outside parties. This does not include trusted third parties who assist us conducting our business or servicing our members, so long as those parties agree to keep this information confidential.

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