



Tel: (519) 603-0060
Toll Free: 1 (888) 569-9029
Email: pinnacleplus@execulink.com

PINNACLE PLUS CAREER SERVICES PRIVACY POLICY

Information Collected

Most of the information that is collected comes directly from you when you seek services to construct various written job search marketing materials or receive career development services. Job search documentation can include resumes, cv's, covering letters, marketing letters, etc. If receiving career counselling services, information can include assessments, surveys and additional counselling feedback. Note, any additional information that may be discussed with the primary counsellor but regarded as not relevant to these forementioned purposes is kept in the strictest confidence, never collected or utilized in any manner. Financial and payment information is also collected as it is necessary for rendering services. The information that is essential for fulfilling services for Pinnacle Plus Career Services includes:

Information establishing your identity, generally including your name, current address, personal phone numbers, occupational title, business phone numbers, and email addresses. Note, in certain cases personal information will include birth and country of origin information.

Information relating to workplace, educational, volunteer and personal/professional histories for the expressed purpose of creating various job search marketing documents. Necessary information gathered can include extensive work/employment histories, educational/training/academic background, professional and personal activities and referencing information

Information necessary to provide employment/career counselling services, which may include informal/formal assessments, online/hardcopy testing and surveys. This information involves the collection and analysis of personality, psychological and vocational data

Information related to financial transactions arising from any financial transactions necessary to provide services between you and Pinnacle Plus Career Services

Information related to marketing and promotion of services such as email addresses and social media data that enable the advertising of products and programs

Note: Providing Pinnacle Plus Career Services with any information is always your choice. However, a decision to withhold particular details or overly exaggerating work and/or personal histories may limit you and/or prevent this company from providing the necessary information to market you effectively on any job search marketing document or deliver successful career counselling outcomes.

How Your Information Is Used

Pinnacle Plus Career Services uses your employment, personal and financial information with your expressed consent for the following purposes:

- To enable communication and services to you through various channels including telephone, computer or mail using the contact information you have provided
- To assist in the creation of written job search marketing material. This includes, but is not limited to resumes, cv's, covering letters, marketing letters, referencing documentation, and job search campaign letters. Any information not relevant to this expressed purpose is never collected or used.
- To support effective delivery of career counselling and assessment services
- To better understand your current employment situation and recommend various solutions to any employment issues.
- Financial information is used primarily to conduct any financial service transactions between you and Pinnacle Plus Career Services.
- To communicate and promote any promotional programs, newsletters, services or discount initiatives. Note that any client information gathered by Pinnacle Plus Career Services is not released to any third parties, without expressed or implied consent.

Sharing Your Information

All client information provided to Pinnacle Plus Career Services is kept in the strictest confidence and privacy. No individual will be permitted access to any professional, personal or employment information, being strictly limited to the Owner/Primary Counsellor. Client information is not shared with any third-party organizations with the exception of the following:

- To conduct financial transactions for services provided where expressed consent is given.
- To communicate and promote any promotional programs, newsletters, services or discount initiatives where implied or expressed consent is given.
- As permitted or required by Canadian law to comply with laws, regulations, subpoena or court order
- To help prevent any activity that is in direct violation of any Canadian law
- To protect the personal safety of the Owner/Primary Counsellor and Pinnacle Plus Career Services. In addition to protecting the health and physical welfare of any national citizen

Keeping Your Confidential, Accurate and Secure

At Pinnacle Plus Career Services all reasonable technological measures and organizational procedures are made to keep client information confidential accurate and secure. However, there are cases where complete security cannot be guaranteed, for example through e-mail. In these cases, it is the client's responsibility not to send highly private information through these communication channels and use more secure methods of communication. Further, minimizing the possibility of having incorrect client information is of the utmost importance. There is an attempt to keep service standards high, and you are encouraged to help keep any information accurate by contacting Pinnacle Plus Career Services at anytime to notify this company of changes.

Record Retention and Access

Pinnacle Plus Career Services retains client files and any associated documentation for a period of 2 years, for the purposes of providing ongoing client service. Upon request, clients are always permitted access to any and all of their information to ensure accuracy and completeness of information that Pinnacle Plus Career Services maintains. This access will be provided in the form of either verbal communication or photocopied documentation at no cost to any client. If any information is found to be deficient, then a client can readily amend any inaccuracies. In addition, any explanation of how a client's information will be used and/or maintained can be provided. Also upon request, clients can provide instruction that any and/or all of their information be securely destroyed at anytime.

Your Choices and Consent

As a client you are always in control of your personal information and no information will be collected, saved and/or services rendered without your expressed consent. If you do not wish to receive information on promotional programs or any other discount initiatives from Pinnacle Career Services please contact this company directly through phone or e-mail at:

Telephone: 1-(888) 569-9029 or (519) 603-0060

E-mail: pinnacleplus@execulink.com

Questions and Privacy Oversight

Pinnacle Plus Career Services is committed to a strict standard of legal obligations and will not knowingly violate or cause to be violated any legislated act, regulation, or by-law that relates to the delivery of professional services. If a client has any questions regarding their rights to personal privacy please contact Pinnacle Plus Career Services directly at: 1-(888) 569-9029 or (519) 603-0060. Furthermore, this organization adheres to all federal policies governed by the Office of the Privacy Commissioner. If there are any further concerns the **Office of the Privacy Commissioner of Canada** can be contacted at 1-(800) 282-1376 or visit their website at <https://www.priv.gc.ca/en>