

## **Confidentiality, security, refund, terms of use V0.2**

## Terms of Use

Respecting your privacy and protecting your personal information in an online environment is a priority for us. The Ontario government's management of personal information is governed by the *Freedom of Information and Protection of Privacy Act* (FIPPA)

<http://www.accessandprivacy.gov.on.ca/english/act/index.html> . Service providers under contract to provide online services on behalf of the government must follow the practices required of Government of Ontario organizations.

When you access or input information to the HWIN websites, the servers automatically collect limited amounts of standard information for traffic monitoring and statistical purposes. The information is analyzed for operational trends, performance, and for ways to improve our sites. The government cannot identify you from this information. We collect the following standard types of information:

- internet protocol (IP) addresses of the computers being used to access our sites;
- operating systems and the types and versions of browsers used to access our sites;
- internet service providers used by visitors to our sites;
- dates and times users access our sites;
- pages visited;
- keywords users enter into our search engine; and,
- names and sizes of files requested.

The Government of Ontario's computer systems use hardware and software to anonymously monitor unauthorized attempts to upload or change information at government websites, disrupt service, or otherwise cause damage. As a general practice, we make no attempt to link this information with the identity of individuals visiting our sites. If an attempt to damage our site has been detected, we can take further actions.

You may choose to provide us with personal information if you wish to:

- submit an e-mail, comment, question or request or subscribe for information online;
- request a service, product, or fill out a registration or licence form online;
- provide feedback, participate in consultations or surveys online; or,
- conduct e-commerce transactions with the Ministry.

Questions or comments regarding these practices or the administration of the *Freedom of Information and Protection of Privacy Act* (FIPPA) in Government of Ontario ministries and agencies, may be directed to the Office of the Chief Information and Privacy Officer, Ministry of Government Services, by e-mailing [Web.Foi.MGS@ontario.ca](mailto:Web.Foi.MGS@ontario.ca) or calling 416-212-7061 or writing to:

Office of the Chief Information and Privacy Officer  
Access and Privacy Office  
77 Wellesley Street West, 5th Floor  
Toronto ON M7A 1N3

If you want more information about how to protect your privacy, you may wish to contact the [Information and Privacy Commissioner of Ontario](#).

## Confidentiality

When you visit the HWIN website, any personal information you provide will be used to respond to your message and/or provide you with the requested service or product. The collection of personal information by government organizations must be in accordance with [section 38\(2\)](#) of the *Freedom of Information and Protection of Privacy Act* (FIPPA). This section of the Act requires government organizations to collect only the personal information that is necessary for the administration of a government program.

The systems use cookies. A cookie is a small text file sent from a Web server and placed on your computer's hard drive. A cookie is generally used to enhance your browsing experience. You can choose to set your browser to detect and reject cookies, to accept cookies from all sites, or to prompt you whenever a site wants to send you a cookie. Check your browser's "Help" files to learn how to do this. If you choose to refuse cookies, you may not be able to access some of the interactive features on our websites.

Cookies do not give us access to anything on your hard drive and cannot do anything to your computer. Cookies are encrypted for security purposes to make any information in the cookie unreadable to anyone except the government organization with which you are dealing. Ontario government organizations use two types of cookies: session cookies (temporary) or persistent cookies (longer-term continuing use).

- Session cookies may be used to support on-line feedback/discussion, forms and registration and 'e-commerce/shopping cart' transactions. They are used only during your online session and expire when you close your browser. Without session cookies, moving around our Web sites could be much slower.
- Persistent cookies are different from session cookies because they are stored on your computer's hard drive for some length of time. They are usually used if you want us to remember information about your Web preferences (e.g. large font) and passwords for automatic log-in purposes.

Further information on 'cookies' is at the website of the Information and Privacy Commissioner of Ontario: [If you wanted to know...What to do about Cookies](#).

The ministers of government ministries and agencies are responsible for the administration of the *Freedom of Information and Protection of Privacy Act* (FIPPA). The Act requires government organizations to protect the personal information in their possession. The [Information and Privacy Commissioner](#) (IPC) oversees whether government organizations comply with the access and privacy provisions of the Act by investigating privacy complaints and hearing appeals regarding access decisions made by ministries.

## **Data Security**

The government's security practices are continually evolving to ensure that the integrity and confidentiality of information and systems are maintained. The government uses up-to-date security safeguards to protect its networks and websites from misuse, alteration, copying, disclosure, destruction, monitoring or unauthorized sharing of information and damage. The government's safeguards include the use of security software and encryption protocols and involve physical, technical and procedural controls to protect information behind the government firewall.

## **Refund/Return/Cancellation**

Refunds are available under the following circumstances:

- Funds remaining in an HWIN account when the account is being closed; and
- Multiple payments deducted from an HWIN account for a single transaction.

Generators must submit their request for a refund signed by authorized person in writing to:

Environmental Monitoring and Reporting Branch, Area M  
Ontario Ministry of the Environment  
135 St. Clair Avenue West  
Toronto, Ontario  
M4V 1P5  
Or faxed to 416-235-5818

Please note that it may take approximately 6 weeks to issue a refund check. Cheques will be made payable to the registered company