

CITY CENTRE MUSICAL PRODUCTIONS COMPLAINTS AND DISPUTE RESOLUTION POLICY

Introduction

City Centre Musical Productions (CCMP) is a community-based musical theatre group established in Mississauga in 1987. The group is committed to supporting the arts and culture in the City of Mississauga by entertaining the community with quality musical theatre productions. In addition to producing a musical production each year, CCMP is committed to offering individuals an inclusive and family-friendly, community theatre organization in which to become involved.

Reporting Complaints

Any member, contracted staff or volunteer who believes that he or she has been a victim of harassment or who has witnessed such behavior directed at others should report the conduct to the show's stage manager, a producer, or a member of the Board of Trustees.

Investigation of Complaints or Incidents

Complaints of harassment or incidents of workplace violence will be promptly investigated by CCMP in a manner appropriate to the circumstances.

Communication of Results and Corrective Action

Following the conclusion of the investigation, the complainant may be informed in writing of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation, as required by applicable laws.

Confidentiality

To protect the interests of all involved, confidentiality will be maintained throughout the complaint and dispute resolution process to the extent practicable and appropriate in the circumstances.

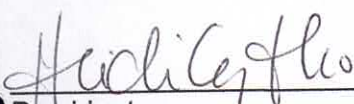
No Reprisal

CCMP will not retaliate in any way against anyone who files a complaint in good faith or who acts as a witness in relation to a complaint. CCMP also prohibits retaliation by anyone involved within the organization against anyone who makes a complaint in good faith or acts as a witness.

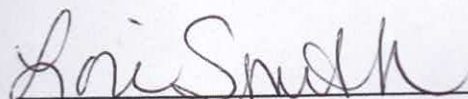
Updates to Policy

This Policy shall be reviewed at least annually, or by schedule of review, and may be updated from time to time, as appropriate.

February 11, 2020
Date



President
City Centre Musical Productions



Secretary
City Centre Musical Productions

Privacy Statement

City Centre Musical Productions is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the City Centre Musical Productions Web site and governs data collection and usage. By using the City Centre Musical Productions website, you consent to the data practices described in this statement.

Collection of your Personal Information

City Centre Musical Productions collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. City Centre Musical Productions also collects anonymous demographic information, which is not unique to you, such as your Postal code, age, gender, preferences, interests and favourites.

There is also information about your computer hardware and software that is automatically collected by City Centre Musical Productions. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by City Centre Musical Productions for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the City Centre Musical Productions Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through City Centre Musical Productions public message boards, this information may be collected and used by others. Note: City Centre Musical Productions does not read any of your private online communications.

City Centre Musical Productions encourages you to review the privacy statements of Web sites you choose to link to from City Centre Musical Productions so that you can understand how those Web sites collect, use and share your information. City Centre Musical Productions is not responsible for the privacy statements or other content on Web sites outside of the City Centre Musical Productions and City Centre Musical Productions affiliation of Web sites.

Use of your Personal Information

City Centre Musical Productions collects and uses your personal information to operate the City Centre Musical Productions Web site and deliver the services you have requested. City Centre Musical Productions also uses your personally identifiable information to inform you of other products or services available from City Centre Musical Productions and its affiliates. City Centre Musical Productions may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

City Centre Musical Productions does not sell, rent or lease its customer lists to third parties. City Centre Musical Productions may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, City Centre Musical Productions may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to City Centre Musical Productions, and they are required to maintain the confidentiality of your information.

City Centre Musical Productions does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

City Centre Musical Productions keeps track of the Web sites and pages our customers visit within City Centre Musical Productions, in order to determine what City Centre Musical Productions services are the most popular. This data is used to deliver customized content and advertising within City Centre Musical Productions to customers whose behavior indicates that they are interested in a particular subject area.

City Centre Musical Productions Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on City Centre Musical Productions or the site; (b) protect and defend the rights or property of City Centre Musical Productions; and, (c) act under exigent circumstances to protect the personal safety of users of City Centre Musical Productions, or the public.

Use of Cookies

The City Centre Musical Productions Web site use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize City Centre Musical Productions pages, or register with City Centre Musical Productions site or services, a cookie helps City Centre Musical Productions to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same City Centre Musical Productions Web site, the information you previously provided can be retrieved, so you can easily use the City Centre Musical Productions features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the City Centre Musical Productions services or affiliate Web sites you visit.

Security of your Personal Information

City Centre Musical Productions secures your personal information from unauthorized access, use or disclosure. City Centre Musical Productions secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

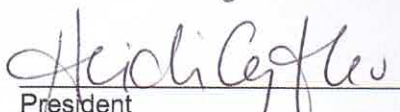
Changes to this Statement

City Centre Musical Productions will occasionally update this Statement of Privacy to reflect company and customer feedback. City Centre Musical Productions encourages you to periodically review this Statement to be informed of how City Centre Musical Productions is protecting your information.


Contact Information

City Centre Musical Productions welcomes your comments regarding this Statement of Privacy. If you believe that City Centre Musical Productions has not adhered to this Statement, please contact Heidi Cyfko at info@ccmpmusic.com. We will use commercially reasonable efforts to promptly determine and remedy the problem.

February 11, 2020
Date



President
City Centre Musical Productions



Secretary
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