Terms and Conditions:

PAYMENT: Membership and training fees can be paid at the point of booking via our secured Moneris online payment process, by all major credit cards or by mailing a cheque payable to Social Value Canada.

Payment must be received prior to starting the training. If you elect to pay via Moneris, all major credit cards are accepted. A receipt will be sent to you by email from Moneris when your order is processed. Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void and Social Value Canada will not accept any liability for costs incurred as a result of applications deemed void in this manner. All payments are due in Canadian funds at the time of purchase. Sales taxes (GST, PST etc.), if any, are charged at the applicable rate depending on the product and/or customer.

Moneris is under strict legal and contractual obligations not to disclose this information to third parties. Social Value Canada will not disclose any member or member payment information to third parties.

OWNERSHIP AND INTELLECTUAL PROPERTY RIGHTS

All training material is owned by Social Value International and by that regard Social Value Canada.

All intellectual property rights in all training material available, including the design, graphics and text of all printed materials are owned by Social Value International and by that regard Social Value Canada.

When you are given access to the training material, you are granted a non-exclusive, non-transferable, revocable licence to use the Training Material. No Training Material may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without Social Value Canada prior permission.

To provide a continuous check on the consistency and quality of training delivery, all registrants will receive (or be given during the course) a follow-up email at the end of each session asking to submit feedback in the form of a satisfaction survey. This feedback will be reviewed in detail and will be used to make continuous improvements to class content and delivery.

CANCELLATION

Training Cancellation by Customer:
Notice of a training registrant’s intent to cancel a registration must be made by emailing to svc@socialvalue-canada.org and is subject to the following terms:

- Training registrants whose cancellation request is received in excess of 21 days prior to the start date of the training activity will incur no liabilities.
- Training registrants whose cancellation request is received in excess of 14 days prior to the start date of the training activity will incur an administration fee equal to 50% of the obligatory fee. A portion of the remaining 50%, can be put towards a future training date.
- Training registrants whose cancellation request is received within 14 days prior to the start date or after the commencement of the training activity will incur an administration fee equal to 100% of the obligatory fee, a portion of which can be put towards a future training date.

Refunds will be processed within a month of date of cancellation.

Please do not purchase non-refundable airline tickets more than 21 days before the course. Should a course require cancellation or change in location, Social Value Canada is not responsible for non-refundable airline tickets.

**Training Cancellation by Social Value Canada:**

Social Value Canada reserves the right to cancel courses. In the event that a course must be canceled due to low participation rate (must have a minimum amount of 9 participants) registrants will be informed at least 7 days prior to the start of the course. Registrants will be notified via email. Social Value Canada will make every effort to avoid cancellations. In case of a cancellation registrants will receive a refund for the full course fee, or if the participant wishes to take a course in the future a note of credit will be placed within your account.

**Membership Cancellation Made by Member:**

Membership cost is per year, no refund will be issued if the member chooses to cancel after payment is made.

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**PRIVACY POLICY**

The following privacy policy explains how we use any personal information we collect about you when you use this website.

**What information do we collect about you?**

We collect information about you when you register for our newsletter or join Social Value Canada as a member.
How will we use the information collected from you?
We collect information about you to provide services tailored to you. The way we use your information will depend on which of our services you use. Social Value Canada will never share your information with any third parties.

Newsletter subscribers
We will use your information to send you the Social Value International email newsletter and, if you agree, to email you about other products and services we think may be of interest to you. You can opt out of these emails at any time.

Members
We use your information to send you information about member benefits. You can opt out of these communications at any time by emailing svc@socialvalue-canada.org. However, if you do so you may miss out on some of our membership benefits and services.

As a member you will also be sent our monthly newsletter and, if you agree, emails about other products and services we think may be of interest to you. You can opt out of these emails at any time.

Training Attendees
We will use your information to provide important information about the training course you are registered to attend.

Marketing
We would like to send you information about products and services of ours and which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other networks within Social Value Canada.

If you no longer wish to be contacted by us for marketing purposes, please email svc@socialvalue-canada.org

Access to your information and correction
You have the right to request a copy of the information collected from you. If you would like a copy of your personal information, please email svc@socialvalue-canada.org or write to us at: Social Value Canada, 300-404 6th Ave SW, Calgary, Alberta, T2P 0R9, Canada
We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Other websites
Our website contains links to other websites. This privacy policy only applies to this website so when you follow a link to other websites you should read their privacy policies.

Changes to our privacy policy
We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated March 9, 2020.

How to contact us
Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: svc@socialvalue-canada.org
- Or write to us at: Social Value Canada, 300-404 6th Ave SW, Calgary, Alberta, T2P 0R9, Canada