

Refund Policy

The courses, workshops, and membership programs offered by the Centre for Evidence-Based Education are a pay-as-you-go service, and as such, we do not provide refunds. It is your responsibility to ensure that your computer, laptop, tablet or phone, or other electronic device is in good working order prior to the start of the presentation/event. Technical issues with your device that prevent you from accessing content will not be considered as a valid reason for a refund. In certain circumstances we may consider offering you course credit to future courses.

For subscription based programs you can cancel the service at any time and you will not be charged again, but you are responsible for any charges already incurred.

In person course/event registrations can be canceled with more than 30 days notice for a full refund, less a \$75.00 administration fee. Canceled registrations within 30 days of the course/event date are non-refundable. In certain circumstances we may consider offering you course credit to future courses.

Confidentiality Notice

Confidentiality Notice: The information contained in this email is confidential and may be privileged. It is intended solely for the use of the designated addressee(s). Any unauthorized viewing, disclosure, copying, distribution or use of the information contained in this email is prohibited and may be unlawful. If you have received this email in error, please reply to the sender immediately to inform them that you are not the intended recipient and delete the email from your computer system. Thank you.

Privacy Statement

At The Centre for Evidence-Based Education (CEBE), we respect your privacy and take great care in protecting your personal information. As a leading continuing education provider we have hundreds of learners interacting with us each week – on our websites, through our live online events, mobile applications and in person courses. Through these interactions, our learners entrust us with their personal information.

You rely on us to safeguard this information and ensure its responsible collection and use. To do so, we have committed to the following principles:

- We will be transparent about how we handle your personal information and our privacy practices
- We will use your personal information to benefit you and enhance your customer experience
- We will protect your personal information and handle it responsibly

We also want to be transparent about how you can help manage your privacy and information, so you can make informed decisions.

Here is our full privacy policy:

CEBE Privacy Policy

Effective date: October 16, 2023

1.0 Scope and application

This policy relates to the learner's personal information collected by CEBE, as well as their websites, mobile applications, live and online courses/events. Throughout this policy, we collectively refer to these companies as "CEBE", "we", "us" or "our".

In this policy, we describe what personal information we collect; how we use, share and manage it; how you can access, update and/or correct your personal information; the privacy choices available to you; and the specific privacy notices relating to certain programs and services that provide you with more information.

Please also refer to any privacy statements available at our locations, websites or mobile applications available to you at the time your personal information is collected.

2.0 What type of personal information do we collect, and how?

We limit the collection of personal information to what is reasonably required to fulfill the purposes for which it was collected. We collect personal information, as defined below, in a variety of ways, including: directly from you, from third parties and when you are interacting with us online or through our mobile applications.

A. How we define personal information

“Personal information” is any information that identifies you or could be reasonably associated with you. The personal information we collect may include contact information such as your name, email address, home address, and phone numbers, as well as information about the specific services that you purchase from us online, information provided to us in connection with our events, products and/or information collected automatically when you interact with us online.

Personal information that we collect may include personal transactional information, when you make purchases such as account transactions and the merchants (name, type and location) that you made purchases from.

How we collect personal information

We collect personal information in the following ways:

- Directly from you
- You may provide personal information to us in person, by mail, by email, over the telephone, through our websites or mobile applications or in any other direct manner.

For example:

When you voluntarily share information about yourself with us, we will collect that information in order to provide you with services, respond to your inquiry, or for any other purpose disclosed to you at that time.

3.0 How do we use personal information?

We use your personal information to provide you with our services, to manage our business operations, to communicate offers and information we think might interest you, to enhance your learning experience with us, and as permitted or required by law.

4.0 How do we share personal information?

We may share your personal information with our service providers (companies operating on our behalf) and other third parties for the purposes described in this policy and in accordance with applicable law. We do not sell your personal information to any organization or person; the only exception to this would be if we sell or transfer any part of our business.

5.0 How do we manage consent?

By subscribing to our programs, services and/or submitting information to us in connection with using our programs, and/or services, you are providing your consent to the collection, use and disclosure of personal information as set out in this policy. In some cases, your consent may be “implied” i.e. your permission is assumed based on your action or inaction at the point of collection, use or sharing of your personal information.

7.0 How do we protect and store personal information?

We take the security of your personal information very seriously and are committed to protecting your privacy by using a combination of administrative, physical, and technical safeguards. These measures include multi-factor authentication, masking, encryption, logging and monitoring, described below. We store your personal information for as long as it is necessary to provide you with our programs, and/or services and for a reasonable time thereafter, or as permitted or required by law.

8.0 What are your rights in relation to your personal information?

Under Canadian privacy law, you have the right to request access to, and correction, and deletion of the personal information we hold about you, or make a complaint, subject to any legal restrictions. Upon request, we will respond to your request within a reasonable timeframe, in compliance with applicable laws. It is your responsibility to provide accurate, correct, and complete information. If you notice any errors in your personal information or need to update it, please email us at support@ericpurves.com.

9.0 How do I know if there are changes to the privacy policy?

We may make changes to this policy from time to time. Any changes we make will become effective when we post a modified version of the policy on this webpage. If we make any material changes to the policy, we will post a notice on our websites. By continuing to participate in our programs, and/or use our services or purchase our products after the modified version of the policy has been posted, you are accepting the changes to the policy, subject to any additional requirements which may apply. If you do not agree to the changes in our policy, it is your responsibility to stop participating in our programs, and/or using our services or purchasing our products. It is your obligation to ensure that you read, understand, and agree to the latest version of the policy. The “Effective Date” at the top of the policy indicates when it was last updated.

10.0 Who do I contact with privacy questions?

If you have any questions about how we handle your personal information, please email your concern to support@ericpurves.com.