

Privacy Policy

Effective Date: July 7, 2026

The Metchosin Hall Society ("we", "our", or "us") is committed to protecting the privacy of our renters, visitors, volunteers, and community members. This Privacy Policy explains what information we collect, how we use it, and how we protect it when you visit our website or book the Metchosin Community Hall.

Who We Are

Metchosin Community Hall is operated by the Metchosin Hall Society, a volunteer-run, non-profit organization dedicated to preserving and operating the Hall for the benefit of the community.

Website: <https://metchosinhall.ca>

Email: info@metchosinhall.ca

Phone: (250) 478-6424

Information We Collect

Depending on how you interact with our website, we may collect:

Information You Provide

- Name
- Email address
- Telephone number
- Mailing address (when required)
- Event details
- Booking information
- Insurance information
- Liquor permit information (when applicable)
- Any information you choose to include in contact forms or booking requests.

Website Information

When you visit our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device type
- Pages visited

- Date and time of your visit
 - General website usage information through cookies or analytics tools.
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How We Use Your Information

We use your information only for legitimate operational purposes, including:

- Responding to enquiries
- Processing booking requests
- Communicating about your rental
- Preparing rental agreements and invoices
- Confirming insurance or event requirements
- Improving our website and visitor experience
- Meeting legal or insurance obligations
- Preventing fraud or misuse of our facilities.

We do not sell your personal information.

Payments

Online payments are securely processed through trusted third-party payment providers, including Stripe.

Metchosin Community Hall does not store your complete credit card information on our servers. Payment information is handled directly by the payment processor according to their own security and privacy standards.

AI Chat Assistant

Our website includes an AI-powered chat assistant to help answer questions about the Hall, rentals, pricing, availability, policies, and community information.

Questions submitted through the chat assistant may be retained to improve customer service, train responses, troubleshoot issues, and maintain accurate booking information. Please do not include sensitive financial or confidential personal information when using the chat assistant.

Cookies

Our website may use cookies and similar technologies to:

- Remember website preferences
- Improve website performance
- Analyze website traffic
- Enhance your browsing experience.

Most web browsers allow you to disable or manage cookies through your browser settings.

Third-Party Services

Our website may use trusted third-party services, including:

- Stripe (payment processing)
- Google services (such as Maps or Analytics)
- WordPress plugins
- Website hosting providers
- Booking and communication platforms used by the Metchosin Hall Society.

These providers may collect information as described in their own privacy policies.

Information Security

We take reasonable administrative and technical measures to protect personal information against unauthorized access, loss, misuse, or disclosure.

While no online system can guarantee absolute security, we make reasonable efforts to safeguard the information entrusted to us.

How Long We Keep Information

We retain personal information only as long as necessary to:

- Manage bookings
- Meet legal, accounting, insurance, or tax requirements
- Resolve disputes
- Maintain historical booking records where appropriate.

Information that is no longer required is securely deleted or destroyed when practical.

Your Privacy Rights

You may request to:

- Access personal information we hold about you
- Correct inaccurate information
- Request deletion of personal information where legally permitted
- Ask questions about how your information is used.

Requests may be sent to:

Email: info@metchosinhall.ca

Children's Privacy

Our website is intended for general audiences. We do not knowingly collect personal information from children without appropriate consent where required.

External Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites.

Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in our operations, legal requirements, or website functionality. The most current version will always be posted on this page.

Contact Us

If you have questions regarding this Privacy Policy or how your personal information is handled, please contact:

Metchosin Hall Society

4401 William Head Road

Metchosin, BC V9C 3Z3

Phone: (250) 478-6424

Email: info@metchosinhall.ca

Website: <https://metchosinhall.ca>