Voila Community Help Privacy Policy

Effective as of December 18, 2025

Quick links:

If you are a resident of Canada, subject to the **Personal Information Protection and Electronic Documents Act ("PIPEDA")**, please refer to our specific privacy statement tailored for compliance with Canadian data protection laws below. This statement outlines how we handle personal information in accordance with PIPEDA regulations.

1. Introduction

Voila Community Help ("**Voila Community Help**," "**us**," "**we**" and "**our**") are committed to protecting your privacy. This Privacy Policy defines the Personal Information and Usage Information (as defined below) that we collect and describes how that information is collected, stored, used, and shared. This Privacy Policy also describes your rights (the parent or guardian registering for the service, "you", "your") and choices regarding our use of Personal Information, the steps we take to protect your Personal Information and how you can review and correct your Personal Information.

We collect, use and are responsible for certain Personal Information about you. Our practices are governed by various laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada. We are responsible as "controller" and/or "processor" of that Personal Information for the purposes of those laws. Please read this Privacy Policy carefully as it contains important information on how to contact us or regulatory authorities in the event you have a request or complaint.

This Privacy Policy only applies to information collected from you through our website https://metalingo.ca/ ("**Our Site**"), and through our MetaLingo website application, email list, or other online activity, including collection through any online features, services, and/or programs we offer (collectively, the "**Services**"; for the avoidance of doubt the term "Services" does not include the term "Our Site"). This Privacy Policy does not apply to any offline collection or use of your information. This Privacy Policy is not applicable to any web page, mobile application, social media site, or information collected and/or owned by any entity other than Voila Community Help. Any questions regarding the privacy practices of a third party, including but not limited to any third party website that links to the Services, should be directed to that third party.

By visiting Our Site and/or using the Services, you are agreeing to the terms of this Privacy Policy.

2. Age Requirements and Children's Privacy

The Services are not intended for or designed to attract children under the age of two (2). In order to register for the Services or Our Site, you must be a parent or guardian of a Canadian user between the ages of two (2) and fifteen (15), and competent to agree to this Privacy Policy. By registering, you represent and warrant that you are the parent or legal guardian of the child, or an emancipated minor fully able and competent to enter into the terms, conditions, obligations, affirmations, representations, and warranties set forth in this Privacy Policy.

If you are not the parent or guardian of the user, please do not use the Services or Our Site to register the user. If we discover we have collected Personal Information of someone who is not a parent or guardian

of the user, we will immediately delete such Personal Information. If you believe that someone who is not a parent or guardian may have provided us user Personal Information in violation of this Privacy Policy, please contact us at support@metalingo.ca or using alternate contact information provided in this Privacy Policy.

2.1 Children's Privacy and Parent Rights

All accounts for children ages 2–15 must be created and managed by a parent or legal guardian. Parents and legal guardians have the right to review, correct, or delete their child's personal information at any time by contacting us at support@metalingo.ca. We will honor such requests in compliance with PIPEDA and applicable provincial privacy laws, and will respond in writing within 30 days.

3. User Accounts

Voila Community Help allows users to set up accounts to participate in our Services (your "**User Account**"). You have the ability to edit your User Account information at any time and may delete your User Account by sending a request to support@metalingo.ca at your convenience. Under no condition will Voila Community Help share your User Account information with another individual or business, who are not otherwise required to render our Services to you, unless Voila Community Help is required to respond to court orders, subpoenas or other legal process.

4. Types of Information Collected

Your privacy is important to us. We will not sell any Personal Information you provide us to any third party. We take reasonable precautions to keep all personal data we have stored safe from disclosure or theft by others. You may withdraw consent for marketing or data combination at any time without affecting your child's access to the educational services.

Voila Community Help, and any third party we engage for the purpose of administering, operating, hosting, configuring, designing, maintaining and providing internal support for our Services, may collect two types of information when you visit the Services: Personal Information and Usage Information, each as defined below.

4.1 Personal Information: In order to create an account, set up a student profile, and access the Voila Community Help or MetaLingo Services, we require the collection of certain personal information. This information is necessary to provide the Services and to comply with applicable legal and operational requirements.

The personal information we collect includes:

- Parent or Guardian Information: Full name, email address, province of residence, preferred language, and the associated school board of the student.
- Student Profile Information: Profile name (which does not need to be the student's legal name), proficiency level, date of birth, and grade level. This information is used to support age-appropriate experiences, learning progression, and placement within appropriate class or proficiency groupings. Parents or guardians may choose a profile name that does not directly identify the student; however, providing accurate grade and proficiency information is encouraged to ensure the student is placed in the appropriate learning group.
- Account Credentials: Password for the user account (stored in encrypted form).

This information is required to create and maintain a user account and student profile. If required information is not provided, we will be unable to provide access to the Services.

In addition, we may collect optional information that users choose to provide with prior consent, such as feedback, support requests, or communications related to reported issues with the Services. Providing optional information is voluntary and not required to use the core Services.

4.2 Usage Information: We use user data only for the purposes of the application and we obtain explicit consent for any additional uses of user data.

If you enter Our Site or use the Services with a User Account, we may associate Google Analytics with your User Account and connect your browsing history (including but not limited to time spent at the Services, time and date of your visit, links you click), number of bytes transferred, the material and pages you accessed, the number of clicks, and other actions taken on Our Site or in the Services.

5. How Information Is Collected

We collect most Personal Information directly from you through your use of Our Site, our Services, or through email, chat, verbal, or other forms of written, oral, or electronic communication and correspondence with us.

5.1. Personal Information and Usage Information: We may collect Personal Information and Usage Information about you in the following circumstances:

- when you register for a User Account or use our Services, we will collect the full name of the user and their parent/guardians full name, email address of the user's parent/guardian, username, date of birth of the user, T\the user's proficiency level in French, and password of the user (encrypted) and the specific services you are using;
- when you complete a form on the Services, ask to sign up for our mailings or updates, or send us communication, we may collect your name, email address, phone number, and the specific contents of your communication to us;
- if you interact with us on social media, we may collect your social media account username and the contents of your interaction with us;
- when you participate in the interactive features of the Services, we collect your User Account information, name, email address, and the contents of your interaction; and from our partners or service providers we may receive your name, email address, phone number, information you enter, your User Account information, and any other information you voluntarily provide to our partners or service providers.

5.2. Usage Information: We may collect Usage Information from you as follows:

- **Cookies:** We may use "cookies" to keep track of your visit and use of the Services. Cookies are small files that websites save to your hard disk or to your browser's memory. We may use them to track the number of times you have visited Our Site, to track the number of visitors to Our Site, to determine and analyze your use of the Services (including the effectiveness of online advertising), to store information that you provide such as your preferences, and to store technical information useful for your interactions with our websites. We may use session cookies (cookies that are deleted when your browser session ends) to store your User Account, elements of your user profile, to facilitate your movement around our Services (particularly in connection with information searches and order placement) and other information useful in administering the session. Cookie settings can be controlled in your Internet browser to automatically reject some forms of cookies. If you view Our Site without changing your cookie settings, you are indicating your consent to receive all cookies from Our Site. If you do not allow cookies, some features and functionality of Our Site or Services may not operate as expected.

- **Web Analytics:** Voila Community Help uses third-party cookies provided by Google Analytics to track visits to the Services and to gather anonymous information for the benefit of users of Our Site.
- **Web Beacons:** Some of our web pages and electronic communications may contain images, which may or may not be visible to you, known as "**Web Beacons**" (sometimes referred to as 'clear gifs'). Web Beacons collect only limited non-personal information that includes a cookie number; time and date of a page view; and a description of the page on which the Web Beacon resides. We may include Web Beacons in promotional email messages or newsletters in order to determine whether messages have been opened and acted upon. We may place, and allow certain third parties to place technological tools, such as tags and beacons, or code scripts that are primarily used to track visitors' activities on Our Site by web analytics software, Internet Protocol (IP) addresses, and other tools, to collect your data for the purposes listed in this Privacy Policy.
- **Unique Identifier:** We may assign you a unique internal identifier to help keep track of your future visits. We use this information to gather aggregate demographic information about our visitors, and we use it to personalize the information you see on the Services and some of the electronic communications you receive from us. We keep this information for our internal use, and this information is not shared with others.

6. Use of Collected Information

Under data protection law, we can only use your Personal Information if we have a proper reason for doing so. Personal Information and/or Usage Information collected by us may be used for the following purposes:

6.1. Services Operation and Improvement

We may use your Personal Information and Usage Information to: (a) analyze your usage of the Services, (b) improve Services and related products or services, (c) set up and manage your User Account, including processing your requests for information, (d) provide support, products, or services to you, (e) for internal company review, and (f) customize the Services to your preferences or interests.

6.2. Services and Transactions

We may use your Personal Information to deliver services you have requested, including educational activities, or to process transactions related to your use of the Services.

6.3. Communications (Consent-Based)

With your express consent, we may use your contact information to send you updates about new features, educational resources, or promotional offers. Each marketing email we send includes an unsubscribe link, and you may withdraw this consent at any time without affecting your access to the Services. You may also withdraw consent by contacting us at support@metalingo.ca.

6.4. Combining Data (Consent-Based)

With your express consent, we may combine your or your child's usage information (such as lessons completed or time spent) with account information to improve the learning experience. This combined information is never shared with third parties for their own marketing. Consent will be collected during registration through separate checkboxes for marketing and data combination.

6.5. Security

We may use your Personal Information and Usage Information to enhance the safety and security of the Services, prevent fraud, monitor for intrusions or unauthorized access, and protect the rights of visitors to the Services.

6.5.1. Security Incidents & User Notification

We take the protection of personal information seriously. In the event of a security or privacy breach, we follow a structured response process that includes rapid detection, immediate containment, and a formal investigation. If personal information is impacted, affected users will be directly notified, via the email address associated with their account, as soon as reasonably possible after confirming the breach, consistent with legal requirements. Notifications include information about the nature of the breach, the types of personal information involved, steps we have taken to contain and mitigate the incident, guidance on any actions users may need to take, and our full remediation plan. We also maintain detailed records of all security and privacy incidents, including those that do not pose a real risk of significant harm, to ensure compliance with reporting and regulatory obligations. Where required by law, relevant authorities, such as the Office of the Privacy Commissioner of Canada, will also be notified. Long-term safeguards are implemented to prevent similar incidents in the future.

6.6. Legal

We may use your Personal Information to comply with legal and regulatory obligations or for the performance of our contract with you, if applicable.

We will only use your Personal Information for the purposes for which it was collected, unless otherwise required by law. This Privacy Policy is not intended to place any limits on what we can do with information that is aggregated, anonymized, or de-identified so it is no longer associated with an identifiable user of the Services.

7. Disclosure of Your Information

Except as described in this Privacy Policy, the Personal Information you provide to Voila Community Help through Our Site and/or the Services will not be shared outside of our Affiliates and third party service providers without your permission.

7.1. Disclosure to Service Providers and Customers.

Voila Community Help employs or engages other companies and individuals to perform business functions on behalf of Voila Community Help. These persons are provided with Personal Information required to perform their functions, such as, for example, providing customer services. When we employ another company to perform a function of this nature, we provide them with the information that they need to perform their specific function, which may include Personal Information. We only allow our service providers to handle your Personal Information if we are satisfied they take appropriate measures to protect your Personal Information. We also impose contractual obligations on service providers to ensure they can only use your Personal Information to provide services to us and to you. **We do not sell your Personal Information, nor do we provide your Personal Information to third parties for their own marketing purposes.**

Payment Processing (Stripe): We use Stripe, Inc. as our payment gateway and processor to handle credit card and other payment transactions. Stripe may process your personal information (such as payment details) outside of Canada, including in the United States. When this occurs, we ensure appropriate contractual and technical safeguards are in place, consistent with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and applicable provincial privacy laws.

Affiliates and Service Providers. We may provide Personal Information and Usage Information to our affiliated companies, third-party preferred partners, and third-party service providers for processing on our behalf. These include:

- Google Cloud Platform – computing infrastructure; hosting services; and email delivery
- Stripe – payment gateway
- Atlassian (JIRA) – project/ticket tracking; documentation; code repository

- Google Analytics – data analytics and targeted marketing
- YAMM – email marketing
- Google Workspace – technical support; customer support
- MongoDB/Atlas Cloud Hosting – database/hosting
- Slack – interoffice chat
- GitLab – code repository
- Checkly – PI & E2E monitoring platform
- Sentry – observability service for cloud-scale applications, providing monitoring of servers, databases, tools, and services

Additional Disclosures. Depending on the Services you use, we may also disclose Personal Information and Usage Information in the following ways:

- We may disclose Personal Information you enter into the Services to our software and service providers to provide information you requested, such as when you use other third-party features made available on the Services.
- Your User Account information may be accessed by our authentication provider in order to confirm your identity when logging in to your User Account.
- We may disclose your Personal Information to our database management provider in order to store your Personal Information for purposes set forth in this Privacy Policy.
- Our Services and hosting providers may have access to your Usage Information and any Personal Information you enter into the Services, such as your name, email address, and User Account information.
- We may disclose your Usage Information to our web analytics providers in order to analyze certain features of the Services.
- We may disclose your name and email address to our email service provider in order to deliver newsletters, flyers, or marketing to you. We require that these parties agree to process your Personal Information in compliance with this Privacy Policy or in a similar, industry-standard manner. These parties may store some or all of your Personal Information on servers inside or outside of Canada. The use of your information by one of our trusted business partners may be subject to that party's own privacy notice.
- We may disclose your Personal Information and Usage Information when we have reason to believe that someone is or may be causing injury to or interference with our rights or property, other users of the Services, or anyone else that could be harmed by such activities.
- We may also disclose your Personal Information for the specific purposes you request, as directed by you.

7.2. Corporate Organization and Assignment: Voila Community Help works in connection with related companies to provide its Services to you, and may share your Personal Information with its Affiliates, as well as its or their licensees. Circumstances may arise where for business reasons, Voila Community Help decides to sell its business, buy another, merge or otherwise reorganize its businesses in Canada or some other country. Such a transaction may involve the sharing of Personal Information to prospective or actual purchasers or target companies and it is Voila Community Help's practice to seek appropriate protection for information in these types of transactions. We reserve the right to transfer your Personal Information and Usage Information, as well as any information about or from you, in connection with the merger, sale or other disposition of all or part of our business and/or assets.

7.3. Disclosure to Governmental Authorities: Voila Community Help may release Personal Information to appropriate governmental authorities where release is required by law (for example, court order or subpoena) or by a regulation, or is requested by a government agency conducting investigations or proceedings.

7.4. Transfers of Information: We cannot make any representations regarding the use or transfer of your Personal Information, Usage Information, or other information that we may have in the event of our bankruptcy, reorganization, insolvency, receivership, or an assignment for the benefit of creditors. By providing any Personal Information, you expressly agree and consent to the use and/or transfer of your Personal Information or other information in connection with a sale or transfer of some or all of our assets in any of the above-described proceedings. Furthermore, except as required by law, we are not and will not be responsible for any breach of security by any third parties or for any actions of any third parties that receive any of the information that is disclosed to us.

8. Information Security

8.1. Commitment to Online Security: Voila Community Help intends to protect user Personal Information and to maintain its quality. To achieve information security and quality, Voila Community Help implements commercially reasonable technical, administrative and physical safeguards and security measures designed to protect your Personal Information from unauthorized access, use, disclosure, loss, misuse, alteration, or destruction. We limit access to your Personal Information to those who have a genuine business need to access it. We have procedures in place to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

8.2. Encryption: Voila Community Help Encrypts sensitive information like passwords and any other personal data that we collect. All User Account pages are protected with encryption. All User Accounts must be accessed with usernames and passwords. You are advised not to share your username and password with any other person. You are ultimately responsible for ensuring the security of your username, password and User Account information from unauthorized access, use, or disclosure to others. When using the Services, you are not permitted to circumvent the Services' security features.

You agree to: (a) immediately notify us of any unauthorized use of your username, password and/or User Account, and/or any other breach of security; and (b) ensure that you log out from your User Account at the end of each session. You will be liable for all use of your User Account information and any damage caused to the Services by such use.

8.3. No Liability for Acts of Third Parties: Voila Community Help will exercise all reasonable efforts to safeguard the confidentiality of user Personal Information. However, transmissions protected by industry standard security technology and implemented by human beings cannot be made absolutely secure, and we do not represent or warrant that transmissions will be free from delay, interruption, interception, or error. Consequently, Voila Community Help shall not be liable for unauthorized disclosure of Personal Information due to no fault of Voila Community Help including, but not limited to, errors in transmission and unauthorized acts of Voila Community Help staff and third parties. You provide Personal Information to us through the Services at your own risk.

9. Storage of Your Personal Information and Usage Information

We store user data in a secure and well-maintained database by using secure protocols and access controls to protect the data from unauthorized access. The Personal Information that we collect from you may be transferred to, and stored, and processed at a destination inside Canada.

Although we store data primarily in Canada, some of our service providers may process information outside Canada (including the United States). When this occurs, we ensure appropriate contractual and technical safeguards are in place, consistent with PIPEDA and applicable provincial privacy laws.

By submitting your Personal Information, you agree to this transfer, storing, or processing. We will take reasonable steps to ensure that your Personal Information is treated securely and in accordance with this Privacy Policy.

10. Retention and Deletion of Your Personal Information

Your Personal Information will be retained by Voila Community Help only for as long as necessary to accomplish the identified purpose for which it was collected, or as required by law, whichever is longer. When a user requests to deactivate their account, we initiate the process to delete their personal information. If you choose to delete/deactivate your User Account, or your User Account becomes inactive, information associated with your User Account may remain stored on our servers for a period of time that can vary subject to our data retention policies and legal obligations. When we are no longer required to retain your Personal Information, we will destroy it or render it anonymous. This includes removing all identifiable information from the database, revoking access to their data for the applications, ensuring backups or archives also have this data removed or anonymized. Different retention periods apply for different types of Personal Information. We retain personal information only as long as necessary to provide the Services or as required by law. Account information is permanently deleted within 30 days of account closure, while encrypted backups are retained for up to 90 days before being securely deleted or anonymized.

11. Links to Other Sites

The Services may now or in the future contain links to other sites such as our Affiliates, professional organizations, service providers, and third party businesses that advertise on the Services. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, security, or privacy practices employed by other sites. Other than under agreements with certain reputable organizations and companies, and except for our Affiliates and any third party service providers (as described in this Privacy Policy), we do not share any of the Personal Information that you provide to us with any of the websites to which the Services links, although we may share aggregate, non-personally identifiable information with those other third parties. This Privacy Policy applies only to the Services and our collection and use of your information. We are not responsible for the information collection practices of other organizations that link to the Services, or to which the Services link. Please refer to the privacy policies of those websites in order to determine their usage of your Personal Information and your rights.

12. Choices with Your Personal Information; Opt-Out Rights

Whether you submit any Personal Information to us is entirely up to you. In the event your Personal Information is essential for us to provide certain services to you, we will be unable to provide you with those services if you choose to withhold requested Personal Information.

In order to provide the Services, we may share some of your information, including Personal Information, with Affiliates and other companies with whom we have contracts to provide products and services. You may choose to prevent us from collecting, disclosing, or using your Personal Information under certain circumstances ("**Opt Out**"), but it may require that we discontinue providing Services to you. You may Opt Out of any disclosure or use of your Personal Information for purposes for which you originally consented by notifying us by one of the methods at the end of this Privacy Policy, by sending an email to support@metalingo.ca with "unsubscribe" in the subject line, or by following the procedures set forth in an electronic communication from us, if applicable. We will undertake reasonable efforts to notify third parties with whom we have shared your Personal Information as permitted under this Privacy Policy of your election to Opt Out. If you do not Opt Out, we may continue to collect, use, and share your Personal Information as set forth in this Privacy Policy. There are some uses from which you cannot Opt Out, such as to provide products or services that you have requested from us.

13. "Do Not Track" Signals

We honor Do Not Track signals and we do not track your activity across other websites, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place. We do not allow third-party behavioral tracking or targeted advertising on Our Site. Read more about the cookies Voila Community Help uses and how you can opt out by visiting our Cookie Notice page.

14. Your Canada Privacy Rights

The following rights apply only to residents of Canada. This Section describes how we collect, use, and share the personally identifiable information about a specific individual whose identity may be inferred from the Personal Information provided by a visitor to Our Site or user of our Services. Personal Information does not include publicly available information from government records or de-identified or aggregated consumer information.

14.1. Canadian Privacy Rights Disclosure: Under Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA), residents of Canada have the right to request in writing from an organization: (a) a list of the categories of personally identifiable information, such as name, address, email address, and the type of services provided to the user, that an organization has disclosed to third parties (including separate legal entities that are affiliated) during the immediately preceding calendar year for the third parties' direct marketing purposes, and (b) the names and addresses of all such third parties. To request the above information, please contact our Privacy Officer using the contact details provided in Section 19 below. We will respond to such written requests within 30 days following receipt at the email or mailing address stated below. Please note that we are only required to respond to each user once per calendar year. Be aware that not all information sharing is covered by these privacy requirements, and only information on covered sharing will be included in our response.

14.2. Canadian Personal Information Disclosures: Under applicable Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA), we are required to disclose the categories of Personal Information we have collected from Canadian residents in the past twelve (12) months, along with the source of the Personal Information and the purposes for which it was collected. The table below outlines the categories of Personal Information we have collected from Canadian residents in the preceding twelve (12) month period and indicates the source of this information:

Categories	Examples	Collected ?	Source
Identifiers	Name, email address, account username	Yes	Consumer
Canada Customer Records Information	Education, employment history, bank account number, or other financial information.	No	N/A
Protected Information	Race, color, religion, gender, national origin, disability, familial status, or sexual orientation	No	N/A
Commercial Information	Records of products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	No	N/A
Biometric Data	Fingerprints, DNA, etc.	No	N/A
Internet Information	Browsing history, search history, or other information about a consumer’s interaction with Our Site	Yes	Consumer
Geolocation Data	Geolocation data	No	N/A
Audio/Visual Information	Audio, electronic, or visual information	Yes	Consumer

Professional Information	Employment-related information and history	No	N/A
Education Information	Education information	No	N/A
Inferences	Inferences that can be drawn from any of the foregoing information, such as the preferences, characteristics, psychological trends, behavior, attitude, intelligence, or abilities	No	N/A

We have used this information for the following purposes:

- To provide the Services and features specifically requested by you;
- To administer accounts;
- To provide tips or guidance on how to use Our Site, inform you of new features on Our Site, or provide other information that may be of interest to you;
- To record your preferences and to personalize the Services we provide to you, tailor your experience at Our Site to your interests, and make more appropriate recommendations;
- To send you emails, e-newsletters, or other communications about our Services, if you have subscribed to receive this information or you have not advised us that you do not wish to receive such communications;
- To manage Our Site, diagnose technical problems, improve content, and allocate the resources of our systems so that your experience with Our Site and Services is as efficient as possible;
- To send you targeted advertisements about our and our business Affiliates' products and services and other information and materials that may be of interest to you, and to track your response to measure its effectiveness;
- To send administrative communications regarding your User Account or changes to the Services or Our Site; and

14.2.1. Personal Information Disclosure

In the coming twelve (12) months, we have may disclose the following categories of Personal Information, as defined in the table above, to third parties:

- Identifiers
- Internet Information

Such information was disclosed to:

- our Affiliates;
- third party providers that provide services to you on our behalf, such as providers that help us with fulfilling orders, sending email, analyzing data, providing marketing assistance, providing search results and links, tracking website analytics, and providing customer service; and
- **Voila Community Help has not sold any Personal Information of any Canada residents within the past twelve (12) months.**

14.2.2. Your Rights

Pursuant to PIPEDA, Canadian residents have the right to request from us, for the preceding twelve (12) month period: (1) the categories of Personal Information and the specific pieces of Personal Information that we have collected about the resident, (2) the categories of sources from whom the Personal Information was collected, (3) our purposes for collecting the Personal Information, and (4) the categories of third parties with whom we have shared the Personal Information.

You also have the right to request that we delete any Personal Information we have collected from you. Once we verify your request, we will delete any Personal Information from our records, unless retaining your Personal Information is necessary for us to:

- complete the transaction for which we have collected the Personal Information, provide you with the Services, or as reasonably anticipated in the context of our business relationship;
- detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for that activity;
- debug to identify and repair errors that impair existing intended functionality;
- exercise free speech, ensure the right of another consumer to exercise that consumer's right of free speech, or exercise another right provided for by law;
- engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, if you provided consent;
- to enable solely internal uses that are reasonably aligned with the expectations of the consumer based on your relationship with us;
- comply with a legal obligation; or
- other internal and lawful uses of your Personal Information that are compatible with the context in which you provided your Personal Information.

We will confirm receipt of right to know and deletion requests within ten (10) business days of receiving such requests and will provide information as to how we will process such requests. We will respond to verified requests within forty-five (45) days of receipt. Please note that we are only required to respond to each website visitor twice per twelve (12) month period.

We are not required to: (1) retain any Personal Information about you that was collected for a single one-time service use if, in the ordinary course of operations, that information about you is not retained; or (2) reidentify or otherwise link any data that, in the ordinary course of operations, is not maintained in a manner that would be considered Personal Information.

14.2.3. Where to Send Requests

Mail or Email:

If you are a Canadian resident and wish to make any of the above requests, you may submit a written request by mail or email using the contact information below.

Mail:
Attn: Canada Privacy Rights
Voila Community Help
Nucleus @ MaRS Waterfront
Waterfront Innovation Centre
Suite 200
Box 87 – 155 Queens Quay E
Toronto, ON M5A 0W4

Or

Email:
admin@voilalearning.com

Subject line: Canada Privacy Information Request

When you contact us, you will be asked to provide reasonable information necessary to verify your identity and your relationship to the user account, such as your full name, email address, and user account information, as well as a description of the request you wish to exercise and the information to which it relates.

We may be unable to fulfill a request if we cannot reasonably verify the identity of the individual making the request or their authority to act on another individual's behalf. Any personal information collected for verification purposes will be used solely to process and respond to your request. Upon verification, we will provide the requested information within the time period required by applicable law, free of charge. We will not discriminate against you for exercising your rights under this section.

15. Your Consent to This Privacy Policy; Changes to Privacy Policy

We reserve the right to revise this Privacy Policy at any time. By using the Services, you consent to the collection and use of your information, including your Personal Information, by us in compliance with this Privacy Policy, unless you Opt Out as identified in this Privacy Policy. When we make changes or revisions to this Privacy Policy, we will post any such revisions on our site so that you can always understand what information we collect, how we use it, and under what circumstances we may disclose it to others. We will notify users directly via email of any material changes. Users are responsible for reviewing the updated Privacy Policy after receiving the notification email and before continuing to use the Services. If you do not accept such revisions, you must immediately discontinue using our Services. Continued use of the Services after notification constitutes acceptance of the revised Privacy Policy for all previously collected information and information collected in the future, as described in the most recent version of the Privacy Policy.

16. Accessibility

We are committed to making our website and our products accessible for all our users. If you are having difficulty accessing any portion of Our Site, our products or Services, please contact us at the number below.

17. Complaints

If you have complaints regarding our collection, use, or disclosure of your Personal Information, please contact us at the information below. We will investigate all complaints.

18. Contact Us; Reviewing and Correcting Your Personal Information

If you have a User Account, you may access, review, and correct your Personal Information in your User Account. You may also make a request to review and correct your Personal Information collected via the Services or Our Site, send questions or comments, or furnish us an Opt Out request by contacting us using the information below:

Mail: Attn: Canada Privacy Rights
Voila Community Help
Nucleus @ MaRS Waterfront
Waterfront Innovation Centre
Suite 200
Box 87 – 155 Queens Quay E
Toronto, ON M5A 0W4

Email: admin@voilalearning.com and support@metalingo.ca

We may take steps to verify your identity before providing you access to your Personal Information. You can help us to maintain the accuracy of your information by notifying us of any change to your mailing address, phone number, or email address.

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