

# MDC Canada Privacy Policy

Multi Dimension Consulting Canada LTD is committed to protect and respect your privacy as our user. In compliance with the EU General Data Protection Regulations (GDPR), which came into effect on 25 May, 2018.

This Privacy Policy was published on the 3rd May, 2018. To see the previous Privacy Policy, click [here](#).

This Privacy Policy explains;

- When we collect personal data;
- When do we use your personal data;
- Who do we collect personal data from;
- What personal data do we collect;
- How long we store your personal data;
- What rights you have to your personal data;
- Do we use cookies and beacons;
- Do we share your data with anyone;
- Does MDC Canada use subcontractors;
- Changes to our Privacy Policy;
- How we keep your information secure;
- Breaches in sensitive data;
- Security of other linked sites; and
- Complaints about Data sharing

This Privacy Policy applies to:

- All of our products and services;
- Online marketing;
- Telemarketing;
- Customer service;

- Customer contract fulfilment activities; and
- Job seekers

## Who are we

Multi Dimension Consulting LTD™ is a private Canadian Immigration firm located in Vancouver, Canada (“MDC Canada”). We provide professional immigration advice through our Canadian immigration consultants (RCICs) to our potential clients to assist in Canadian visa applications through our paid services.

MDC Canada headquarters are located at:

701 West Georgia Street,  
Suite 1500 Vancouver,  
B.C. V7Y 1C6  
Canada

Our Data Officer can be contacted by email at: [support@mdccanada.ca](mailto:support@mdccanada.ca)

## When do we collect personal data about you?

MDC Canada collects personal data about you when you:

- Sign up with us;
- Interact with us either in person, or via;
  - Phone calls;
  - Messages;
  - Emails;
  - Our website and social media platforms; and/or
  - Cookies, IP and Beacons ;

- **Please note** if you turn off cookie tracking on your browser, it may change how MDC Canada services may operate

We can only share your data with third party sources like our agents, business partners; subcontractors and/or sponsors, if you give us your express consent to do so.

## When do we use your personal data?

MDC Canada may collect your data for any of the following reasons:

- Marketing communication between you the user and our company. **Please note** that this applies only if you have agreed to our Privacy Policy and Terms and Conditions when you sign up to receive content on MDC Canada's:
  - Products and services;
  - Events and promotions;
  - Activities; and
  - Promotions by our associated partners
- Direct sales based on your interaction with our company through web forms, contact me or other similar forms to request information;
- Provide access to services related to Canadian immigration;
- Provide access to Customer Support when you request assistance;
- Perform contractual obligations like:
  - Order confirmations;
  - Reminders;
  - Invoices;
  - Disruptions to our services;
  - Job application processing; and
  - Follow up on incoming requests from:
    - Customers support;
    - Emails;
    - Phone calls; or

- Text messages
- Comments on our social media platforms
  
- Direct marketing to:
  - Troubleshoot issues;
  - Solve problems relating to payments;
  - Improve our website functionality and services; and
  - Do surveys for market research purposes

## Who do we collect personal data from?

We collect personal data from:

- Our customers;
- Suppliers;
- Subcontractors;
- Partners;
- Sponsors; and
- Job seekers who wish to work in our company

## What personal data do we collect?

MDC Canada may collect any of the following personal data:

- Names;
- Addresses;
- Age;
- Gender;
- Country of birth;
- Country of residence;
- Date of birth;

- Language preference;
- Zip code;
- Contact details either:
  - phone numbers; or
  - Email addresses
- IP address;
- Browser information based on your interaction with our website and/or social media platforms
- Employment details like;
  - Years of experience;
  - Qualifications;
  - CVs;
- Education details like;
  - Education credentials;
  - Language abilities in French or English;
  
- **Please note** we may also collect feedback via:
  - Comments and/or questions received from you in service-related communication through:
    - Meetings;
    - Phone calls;
    - Documents; and/or
    - E-mails
  
- If you upload:
  - Photos,
  - Videos; and/or
  - Post or comment on our website or social media platforms. **Please note** that this information can be read by anyone with access to the these sites. MDC Canada is not responsible for any information you supply on these platforms
  
- If you apply for a job at MDC Canada your data will be collected during the application process for a set period of time.

## We collect personal data with your consent

Your consent is required in order to gather certain information from you, that is not on a public platform like our website comment section, Facebook or other social media platforms.

This is done with our “Consent Forms”, that are there when you sign up with MDC Canada. We can only gather certain information, if you give us your express consent to do so.

Any information that you give us permission to collect shall be stored in our secure data systems.

## We collect personal data based on legitimate interest

All information we have been given consent to gather by users must also express legitimate interest.

To collect any information from you, an assessment must be done to show that there is a mutual interest between MDC Canada and you the user. This is done via “Consent Forms”, when you sign up with our company or when you update your profile.

We will always inform you of your right to privacy and the purpose of data collection.

## How long do we keep your personal data?

MDC Canada stores your personal data for as long as necessary, in order to fulfil its purpose. How long your data is stored depends on:

- How long it takes to answer your queries;
- Resolve any issues;

- Comply with legal requirements under applicable law systems; and/or
- Resolve any legal claims and/or complaints

Your data will be stored for a reasonable amount of time after your last interaction with our company.

When your personal data is no longer required, it shall be deleted in a secure manner. If we process your data for statistical purposes, all data provided will be anonymous.

## What rights do you have to your personal data

You can request:

- A electronic copy of your personal data from our Privacy Officer;
- To change your personal information, if your information is inaccurate or out of date;
- To have your data from our company deleted from our database;
- To stop processing your data at any time, should you choose to (for example removing your details from our mailing list). **Please note:** that you may still receive notifications like Administration communication from MDC Canada in the form of:
  - Order confirmations;
  - System messages; and
  - Notification about account activity
- To transfer your data directly from our database to another server in a portable format;
- To object to the processing of your personal information that is based on legitimate and/or direct marketing; and
- To unsubscribe from our services or suspend your account

Any issues based on your personal data may be addressed to our Privacy Officer at at support@mdccanada.ca

## Do we use cookies and beacons?

MDC Canada does use cookies and web beacons ('Website Navigational Information') to collect data when you interact with our website.

You do have the option to block cookies on your browser settings, although this may alter our programs and services.

The Website Navigation Information records information like:

- Browser type;
- Browser language;
- IP address; and
- Your interactions with the website

## Why is this information collected?

This information is expressly collected to help make the website and services offered by MDC Canada more efficient and to improve its usability.

Cookies allow us to narrow down our user needs and also show if there are any security threats or other issues that need to be addressed.

**Please note** that cookies and beacons do not personally identify you, they are only a way to track certain preferences.

## Do we share your data with anyone?

Your personal information will not be rented, traded or shared with third parties without your express consent.

If we require your information to be processed by another third party, your consent must be given beforehand.

### Third party providers

We may need to pass your information to our agents, subcontractors, associated organizations and/or the Immigration, Refugees and Citizenship Canada (IRCC) and its affiliated organizations for the purpose of processing your information on your behalf.

#### About our Third-party Product Providers

MDC Canada works closely with certain third party providers. These providers are needed to help:

- Provide you with information;
- Carry out contractual obligations by the providers with your consent;
- Store your relevant data with your consent for a set period of time

Please make sure that you have read the Terms and Conditions and Privacy Policies of our third party providers.

Any of your information shared between third party providers and MDC Canada will be by the standards set in out in this Privacy Policy.

## When will we share your personal information without your consent?

MDC Canada will only ever share your information without your express consent:

- If required by law by judicial proceedings, court order or other legal processes; or
- To protect our company's rights

**Please note:** that MDC Canada will still do its utmost to protect your privacy.

## Does MDC Canada use subcontractors (processors and sub-processors)?

MDC Canada may use sub-contractors to process certain personal information on our behalf. Any of your information that is processed must receive your express consent, before it can be processed.

MDC Canada must ensure that all our subcontractors follow our Privacy Policy in regards to Data Protection Legislations.

If subcontractors process any information that is outside of the EU or EEA area, this data must still be processed based on the EU Privacy Shield Framework.

If MDC Canada makes changes to its current subcontractors, or other persons who perform the same role, our company must ensure that the customers will be notified in our Terms of Conditions.

A directory of approved sub processors is a fundamental part of our Data Processing Agreement.

## Changes to our Privacy Policy

MDC Canada reserves the right to amend our Privacy Policy at any time. Any changes or updates will be posted on our website.

Please ensure that you read any alterations or amendments to our Privacy Policy.

If major changes are made to our Privacy Policy, we shall notify you either through a communication channel you have agreed to be contacted through by MDC Canada or with a relevant post on our website.

## How we keep your information secure?

### Credit payments

Should you make any online payments which requires you to enter in sensitive data, you will be protected by our state of the art SSL (Secure Socket Layers). This system enables a secure connection between you and our server when any sensitive data is sent using a two key encryption.

### Personal details

Your personal details are protected through our advanced firewall system. We make sure that your data is protected from:

- Unlawful alterations;
- Destruction; and/pr
- Accidental loss

## Breach of sensitive data

We try to ensure that any risk to sensitive information is minimized. Should a breach of sensitive data occur, you will be informed within 72 hours of the event, through a communication channel you have specified beforehand, either through:

- Email;
- SMS;
- Website message; or by
- Phone call

## Security on other linked sites

MDC Canada provides links to many different sites. If you click on these links, you will be directed to other websites and/or social media platforms.

**Please note** that these websites have their own privacy protection notices. We advise you to read the notice provided by each of these websites, because they may differ from our own.

## Who can you send Data related complaints to?

**Please note** that at any time you feel that you are dissatisfied with how your personal information has been processed, you can send your concerns to our Privacy Officer at [support@mdccanada.ca](mailto:support@mdccanada.ca)

If you feel that the issue has not been addressed correctly, you can send your concerns directly to a national supervisory authority.

**Please note** that each country has a data supervisory authority that you can contact, for example:

**France:**

CNIL (Commission Nationale de l'Informatique et des Libertés)

<https://www.cnil.fr/>

Tel: +33 (0)1.53.73.22.22

Fax: +33 (0)1.53.73.22.00

**United Kingdom:**

ICO (Information Commissioner's Office)

<https://www.gov.uk/data-protection/make-a-complaint>

Tel: 0303 123 1113