

Chances Gaming Lounge & Bistro

Privacy Statement

Chances Gaming Lounge & Bistro is committed to protecting the personal information entrusted to us by our guests. As a service provider for OLG, the Freedom of Information and Protection of Privacy Act (FIPPA) applies to information collected on behalf of OLG, along with other privacy legislation. We protect your personal information in accordance with Ontario's Freedom of Information and Protection of Privacy Act (FIPPA), Personal Information Protection Electronic Documents Act (PIPEDA), Canada's Anti-Spam Legislation (CASL), as well as other applicable laws.

Chances Gaming Lounge & Bistro's privacy statement governs the collection, use, disclosure, and retention of your personal information by Chances Gaming Lounge & Bistro and OLG, if applicable. It explains what types of personal information is collected from our guests, how it may be used, and how you can access your personal information or ask us questions about our privacy practices.

This policy governs our practices with respect to personal information that we collect from our guests through our products and services, including our website and any applications offered by Chances Gaming Lounge & Bistro.

What is Personal Information?

Under applicable privacy law(s), 'personal information' means recorded information about an identifiable individual. Chances Gaming Lounge & Bistro typically collects the following types of personal information:

- Identity information, including, first and last name and in some cases identification numbers on government issued identification.
- Contact information, including your address, email address, phone number.
- Other personal information as required by applicable laws.
- Transaction information, like play history, and customer service history.

Any personal information collected by Chances Gaming Lounge & Bistro on behalf of OLG, is collected pursuant to the *Ontario Lottery and Gaming Corporation Act, 1999*. In each instance, we include a 'Notice of Collection' that describes exactly why we are collecting the information, how your personal information will be used, by whom, and why, as detailed below:

1. On behalf of OLG, we may collect our guests' information and transaction history to create a better gaming experience for our guests and improve our product offerings.
2. On behalf of OLG, we collect our guests' personal information to ensure that we comply with applicable laws and maintain the integrity of our operations. We may also collect and use your personal information as authorized or required under the Applicable Laws (including, without limitation, the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*). Through collecting our guests' personal information, we ensure that our guests are eligible to win prizes, required Family Responsibility Office checks (FRO) are processed, physical security of our guests and premises are maintained through surveillance, and to administer responsible gaming programs.

Chances Gaming Lounge & Bistro may disclose personal information to Ontario Lottery & Gaming, law enforcement, regulators, and other third parties were permitted or required by law. Chances Gaming Lounge & Bistro may disclose your personal information to our marketing partners. In all cases, our third-party partners are contractually obligated to protect your personal information. Chances Gaming Lounge & Bistro will not sell, rent, or lease your personal information.

All records are retained in accordance with Chances Gaming Lounge & Bistro 's Records Retention Policy and every effort is made to ensure that personal information retained by Chances Gaming Lounge & Bistro is up to date, accurate and complete. Any records no longer required are retained per our records retention policy and securely destroyed, unless otherwise requested by our guests.

Access to personal information is strictly controlled for those employees who administer programs like the self-exclusion program.

Your rights are important to Chances Gaming Lounge & Bistro. At any time, you may access your personal information, and you may request corrections to your personal information held by either Chances Gaming Lounge & Bistro or OLG. Please contact the Chances Gaming Lounge & Bistro or OLG via email, or per the contact information shown below.

At any time, you may request or 'opt out' of communications from Chances Gaming Lounge & Bistro either by phone, in person, or by clicking the 'unsubscribe' link in emails (if applicable) generated by Chances Gaming Lounge & Bistro and sent to you. Chances Gaming Lounge & Bistro will not send you emails or text messages unless you have provided consent and/or 'opted in.'

The Chances Gaming Lounge & Bistro website uses cookies. Cookies are text files placed on a device when a user visits a website. Cookies may be temporary, or permanent- for example when you save your username on a website, it is considered a 'persistent' or 'permanent' cookie. Chances Gaming Lounge & Bistro uses cookies, but third parties may also use cookies (advertising/marketing partners). Cookies are used to improve the customer service experience when using our website by improving your access to our site. For example, cookies allow a more seamless and quick experience when logging into your accounts.

If you have any questions at all regarding our Privacy Policy, please contact Management at Chances Gaming Lounge & Bistro or the OLG Support Centre by phone or mail:

Chances Gaming Lounge & Bistro
General Manager
14 Mill St. E, Leamington, ON N8H 1R7
(519) 322-2251

OLG
70 Foster Drive, Suite 800, Sault Ste. Marie
OLG Support Centre
1-800-387-0098
ON P6A 6V2