

Privacy Policy

Last updated: October 10, 2026

Launchpad Commercial Kitchens Inc. (LPCK) respects your privacy. This policy explains how we handle personal information collected through www.launchpadkitchens.ca, enquiries, registrations, bookings, purchases and our other services.

1. Who is responsible for your information?

LPCK is responsible for personal information under its control.

Our privacy contact is:

Charmian Romano

Launchpad Commercial Kitchens Inc.

Unit 104 - 22 O'Meara Street, Ottawa, ON K1Y 4N6

Telephone: **343-429-7749**

You may contact us by telephone or post to ask a privacy question, make a request or raise a concern.

2. Information we collect

Depending on your interaction with LPCK, we may collect:

- Your name, telephone number and email address.
- Your business or organization name and contact details.
- Membership applications, agreements and authorized-user information.
- Booking, attendance, order and payment records.
- Relevant qualifications, insurance and compliance documents.
- Information needed to arrange accessibility assistance or support safe participation.
- Enquiries, feedback, complaints and incident information.
- Marketing preferences and photography permissions.
- Website technical information, such as IP address, browser type and pages requested.

We collect only information reasonably needed for an identified purpose.

Please avoid submitting sensitive personal information through a general enquiry. Contact us first if you need to provide sensitive documents.

3. How we use information

We use information to:

- Respond to enquiries.
- Assess applications and administer memberships.
- Arrange kitchen access, events, equipment hire and purchases.
- Process payments and maintain financial records.
- Send booking confirmations and necessary service notices.
- Arrange agreed assistance or accommodation.
- Maintain security and address incidents.
- Resolve complaints and disputes.
- Meet applicable legal, insurance and recordkeeping obligations.
- Send promotional communications where we have an appropriate consent or other permitted basis.

We will explain any new purpose and obtain additional consent where required.

4. Consent and your choices

We explain why information is needed when we collect it.

Optional activities, such as subscribing to promotional emails, are separate from information necessary to provide a service.

You may withdraw consent to an optional use by contacting us. We will explain any consequences for a service and any information we must continue to retain or use.

Simply visiting our website does not give blanket consent to every use of your information.

5. Website cookies and technical information

Our website and its providers may use cookies or similar technologies to support functions such as security, sign-in, shopping baskets and checkout.

Where optional analytics or advertising technologies are used, information about their purposes and available choices will be provided through the website's cookie information or controls. Consent will be obtained where required.

You can also manage cookies through your browser. Disabling necessary cookies may affect some website functions.

Technical records may be used to investigate errors, protect the website and maintain its performance.

6. Payments

Where online payment is available, payments are processed through the payment service identified at checkout.

LPCK uses transaction information needed to confirm payment, administer your purchase and address refunds or disputes.

Do not send payment-card numbers or security codes through ordinary enquiry forms or email. Payment providers may also process information under their own privacy policies.

7. When we share information

We may share relevant information with providers supporting our website, booking systems, payments, communications, accounting and secure storage.

We may also share limited information with an event host or instructor where needed to deliver an agreed service, or with advisers, insurers, emergency responders and authorities where permitted or required.

We do not sell personal information or provide member contact lists to unrelated businesses for their marketing.

L.P.K. Foundation and independently operated member businesses are separate organizations. We do not automatically share your information with them for their own purposes.

8. Processing outside Canada

Some service providers may store or process information outside Canada. Information processed in another country may be subject to that country's laws and lawful access requirements.

We remain responsible for information transferred to providers for processing and use appropriate contractual and other safeguards.

You may contact us for information about these arrangements.

9. Marketing communications

You may choose to receive LPCK updates about services, events, products and opportunities.

You can unsubscribe using the instructions in a promotional message or by contacting us. We will process your request without delay and no later than **10 business days** after receipt.

Necessary communications about an existing booking, payment, account or safety matter may continue where permitted.

Event registration, an enquiry or a social media interaction does not automatically subscribe you to all LPCK marketing.

10. Photographs, videos and security cameras

Where promotional photography or recording is planned, we will explain the relevant arrangements and how to raise a concern or decline participation.

Permission to receive marketing messages is separate from permission to use your image, voice or testimonial.

We use additional safeguards for children's images and sensitive situations.

Security cameras are governed by our separate Camera and Video Surveillance Policy and on-site notices. Security footage is not automatically used for promotion.

11. Children and information about other people

Children's registrations should be made through the parent, guardian or organizing body identified for the activity.

We collect only information needed for the activity and appropriate safety arrangements.

If you provide information about another person, you must have an appropriate basis to do so and explain why it is being provided.

12. Security and retention

We use safeguards appropriate to the sensitivity of the information, including restricted access, secure storage and suitable account protections.

No online system can guarantee absolute security. Please protect your account credentials and report suspected unauthorized access promptly.

We retain information for as long as needed for its purpose and applicable obligations. Information connected with an active dispute, investigation or claim may need to be retained longer.

When information is no longer required, we securely dispose of it or effectively anonymize it.

13. Access, correction and complaints

You may ask to access your personal information, correct inaccuracies or raise a concern about its handling.

We may verify your identity before releasing information. We will normally respond to an access request within **30 calendar days**, subject to permitted extensions and exceptions.

If we cannot fulfil a request, we will explain the reason and available complaint options, subject to applicable restrictions.

You may also contact the **Office of the Privacy Commissioner of Canada at www.priv.gc.ca**.

14. Changes to this policy

We will update this page when our practices change and identify the revised date.

Where a change requires additional consent, publishing a revised policy will not replace the need to obtain that consent.