

## TERMS AND CONDITIONS

In registering an account for and using MyWhiteRock, you are deemed to have read and agreed to the following terms and conditions:

### Use and Termination of your MyWhiteRock Account

1. You are responsible for managing access to your MyWhiteRock account.
2. It is your responsibility to ensure the email address and all other personal information associated with your MyWhiteRock account is accurate and up to date. Any penalties applied to your tax or utility accounts as a result of not receiving a notice by email will not be waived.
3. The City of White Rock (the “City”) may contact you from time to time at the email address associated with your MyWhiteRock account in order to inform you of any enhancements or changes made to the services provided by MyWhiteRock.
4. The City has the right to immediately terminate your MyWhiteRock account in the event of any conduct by you that the City, in its sole discretion, considers to be unacceptable or contrary to these terms and conditions.

### Privacy

5. The City collects personal information only in accordance with section 26 of the Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (the “Act”). All personal information collected will only be used by authorized City staff for the purpose of operating MyWhiteRock, including contacting users to discuss information related to their MyWhiteRock account, and will not be disclosed to any other third party unless otherwise directed by you or required by law. The City retains personal information only for as long as necessary for the purposes of providing services through MyWhiteRock, including e-commerce transactions, and as required under the Act.

6. All personal information collected through your MyWhiteRock account will be stored inside Canada; however, you acknowledge that by registering for a MyWhiteRock account you may access your account outside of Canada.

7. If you have any questions about the collection and use of your personal information, the City at [privacy@whiterockcity.ca](mailto:privacy@whiterockcity.ca).

## Other

8. Information and materials made available by the City through MyWhiteRock is intended strictly for personal use. Any reuse, transmission, duplication, display, distribution, or commercial use of any text, graphic images, or content from MyWhiteRock without the express written permission of the City is prohibited.

9. Communications made through MyWhiteRock are for convenience only and shall not be deemed to constitute legal notice to the City or any of its agencies, officers, employees, or representatives with respect to any existing or potential claim, cause of action, or for any other purpose.

10. The City does not guarantee the quality, accuracy, or completeness of any information provided by or contained within MyWhiteRock. Before you act on any information provided by or contained within MyWhiteRock, the City encourages you to confirm any facts that are important to you and the decisions you make. If there is any discrepancy between information found on your MyWhiteRock account and information provided to you directly by the City, the latter should be deemed to be the most accurate.