

Privacy Policy YLSGB.CA

Last Updated: August 6, 2026

Youth Literacy Services ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and disclose information when you visit or interact with our website ylsqb.ca (the "Website") and use our services.

1. Information We Collect

We may collect the following types of information:

a) Personal Information (provided by you)

- Name
- Email address
- Phone number
- Information submitted via contact forms, newsletter sign-ups, or inquiries

b) Non-Personal Information (automatically collected)

- IP address
- Browser type and version
- Pages visited and time spent on the site
- Referring website or search terms

This information helps us improve our services, respond to inquiries, and maintain the Website.

2. How We Use Your Information

We use your information for purposes including:

- Responding to inquiries and providing services
- Sending newsletters or updates (with your consent)
- Improving website functionality and user experience
- Running analytics and marketing campaigns (if applicable)

3. Cookies and Tracking

Our website may use cookies and similar technologies to enhance your experience and provide certain features:

- **Essential Cookies:** Required for the website to function properly, maintain secure connections (SSL), and support forms or sessions.
- **Analytics Cookies:** We may use Wix Analytics to understand visitor behavior, such as pages visited and time spent on the site.
- **Marketing Cookies:** We may use cookies to deliver relevant content, advertising, or remarketing.

Managing Cookies: You can manage or delete cookies via your browser settings. Disabling cookies may prevent some website features from working properly.

4. Withdrawing Consent

You may withdraw consent for marketing communications or tracking at any time:

- **Email Marketing:** Click the "unsubscribe" link in our emails.
- **Cookies:** Adjust your browser settings or contact us at info@sgbyouthliteracy.org.

5. Protecting Your Information

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. Only authorized personnel have access to your personal data.

6. Sharing Your Information

- We do not sell, trade, or rent personal information to third parties.
- We may share information with trusted service providers who help operate our website or provide services, but only for the purposes described in this policy.

7. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Withdraw consent for marketing communications
- Request deletion of your personal information (subject to legal or contractual obligations)

To exercise these rights, contact us at info@sgbyouthliteracy.org.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites. Please review their privacy policies before providing personal information.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with the "Last Updated" date. Continued use of the Website after updates constitutes acceptance of the new Privacy Policy.

10. Contact Us

If you have questions or concerns about this Privacy Policy or how we handle your information, contact us:

Youth Literacy Services Email: info@sgbyouthliteracy.org Phone: 519-364-0008 Address: 467 10th Street, Suite 303, Hanover, Ontario N4N 1R3