

Canadian Business Aviation Association

Membership Payment Terms and Privacy Policy

Thank you for your interest in becoming a member of the Canadian Business Aviation Association (CBAA). To ensure transparency, we have outlined our membership payment terms, refund policy, privacy practices, and other important details below. By completing your membership purchase, you agree to the following:

1. Payment Terms

- Membership dues are due upon receipt.
- Membership dues are non-refundable and non-transferable.
- Once paid, membership fees cannot be refunded, credited, or transferred to another person or account.
- Members are responsible for understanding this policy before completing their purchase.

2. Membership Renewal and Late Payment Policy

- **Renewals:** Notifications regarding upcoming renewals will be sent a minimum of 15 days prior to the renewal date.
- **Late Payments:** Memberships not renewed by March 31 may result in a lapse in benefits, including access to events, resources, and communications.

3. Primary Contact Transfers

- In the case of primary contact/member representative transfers, the organization may request to transfer the primary contact/ member representative to another individual within the organization.
- Transfers must be requested in writing via email at membersupport@cbaa.ca.

4. Accepted Payment Methods

CBAA accepts the following payment methods:

- Credit card
- Electronic Funds Transfer (EFT)
- Cheques made payable to the Canadian Business Aviation Association and mailed to:
Canadian Business Aviation Association
1 Rideau Street, Suite 700
Ottawa, ON, K1N 8S7

5. Membership Cancellation

- While membership dues are non-refundable and non-transferable, members may choose to discontinue their membership at any time.
- Members wishing to cancel must notify CBAA in writing at membersupport@cbaa.ca.
- Cancellation ensures removal from the membership roster and communications but does not entitle the member to a refund or credit.

6. Information We Gather

The following information may be collected from members and event participants via email, telephone, website, or in person:

- Name
- Address
- Telephone numbers
- Email addresses
- Occupation
- Place of Employment
- Credit card information for membership/registration processing (not stored by CBAA)
- Username for the Members-Only area
- Photographic image

7. How We Use the Information Gathered

CBAA uses the collected information for the following purposes:

- To update our database for new and renewing membership applications
- To process "store" purchases (i.e., reports, programs)
- To register participants for conferences and other events (i.e., Chapter Meetings)
- To enhance your visitor experience on our website
- To review eligibility for awards

- To update photos on our website or in publications
- For marketing and promotional materials on the web and in print

8. Access to Your Information

1. Your personal information is accessible to the CBAA Staff and Board of Directors.
2. Your banking/credit card information processed online is not stored, nor is it visible or accessible by any employee or board member. When processing a transaction this information is safeguarded by our secure server, which meets and exceeds Payment Card Industry Data Security Standards (PCIDSS).
3. CBAA does not sell, or trade member information with outside sources.
4. Member information is only shared with explicit consent from the member. However, we do provide our member list to WINGS, SKIES, and Multiview, allowing members to access their publications. Additionally, we maintain an online member directory, where members have the option to opt in or out of being listed.
 - a) Your information will only be used for purposes related to your membership and will not be shared without your consent.

9. Emails and Communications

- When emailing members, all email addresses are included in the BCC field to safeguard privacy.

10. Events, Convention, and Webinars

- Members/attendees acknowledge that their images may be used in CBAA promotional materials.

11. Dispute Resolution

- For any disputes regarding membership dues or other charges, please contact the Membership Services department within 30 days of the charge.
 - **Contact:** membersupport@cbaa.ca, 613.236.5611 x3

12. Privacy Policy

CBAA is committed to protecting your privacy and complies with Canada's **Personal Information Protection and Electronic Documents Act (PIPEDA)**. Your information will only be used for purposes related to your membership and will not be shared without your consent.

13. Policy Agreement Acknowledgment

By completing your membership transaction, you confirm that you have read, understood, and agreed to this policy, including the terms regarding payments, refunds, and transferability.

14. Contact Information

If you have any questions or concerns regarding your membership payment, benefits, or these policies, please reach out to us:

- **Membership Services Department**
- **Email:** membersupport@cbaa.ca
- **Phone:** 613.236.5611 x3