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## COOKIE POLICY

By accessing this website, you agree to the following terms and conditions.

Cookies are small text files placed on a computer that can be used to gather non-identifiable information such as: when a site was visited, what pages were looked at and what browser was used. CFS Counselling + Wellbeing (“CFS”) uses cookies to better understand how our website is being used, to provide the most relevant content and to improve our site’s performance and user experience. CFS does not collect personally identifiable data (such as names, addresses, telephone numbers and email addresses) through cookies or other tracking software. Such information is only collected when you specifically submit that information on the phone, via mail, or through a form on our website. You can block, delete, or disable cookies in your browser.

### Website usage tracking

CFS uses Google Analytics, including Google Analytics Advertising Features, a web analytics service provided by Google Inc. (“Google”). Google utilizes cookies and other tracking technologies to collect non-identifiable information and track how visitors use our website. This information will be transmitted to Google so it can then be analyzed and compiled to report on our website activity, make site improvements and send targeted ads to our users as per advertising industry privacy standards. You may opt-out of Google Analytics tracking by using the [Google Analytics Opt-Out Browser Add-On](#).

CFS also uses Google Translate, which stores language preferences of users, and Google Maps, which also stores user preferences, including zoom level. [You may read Google’s cookie policy and learn how to opt-out.](#)

### Advertising

CFS participates in Google adword advertising as part of its overall search engine optimization (SEO) strategy to help ensure news of our community services reaches those who are looking for them. [You may learn more about how Google uses advertising cookies and how to control them.](#)

### Third-party Service Providers

Through its website, CFS links directly to several third-party companies that have been chosen carefully for their service quality and security. Each has privacy and cookie policies and provides the option to opt-out of data collection.

[CanadaHelps.ca](#) is a registered charity that processes donations on behalf of all registered charities in Canada. When you click on a donate button located on CFS’s

website or other digital marketing material, you will be transferred off-site to this third-party agency's website. As you interact with its website, CanadaHelps "automatically collect(s) Technical Personal information about your equipment, browsing actions and patterns." [Additional information about its tracking mechanisms and how to opt-out are available.](#)

[1Door.ca](#) (a Caredove sub-brand) is an online booking service for CFS counselling and support services that collects personal data that you specifically submit when making an appointment. When you click on a donate button located on CFS's website or other digital marketing material, you will be transferred off-site to this third-party agency's website. [Additional information about Caredove's tracking mechanisms and how to opt-out are available.](#) Please note: some cookies are essential in accessing booking services via 1Door.ca. Should you wish to schedule a counselling session with CFS without opting-in to Caredove-collected cookies, you may make an appointment by telephone at 705-726-2503 (toll-free: 1-888-726-2503).

[SurveyMonkey](#) is used by CFS to survey clients about their experiences and outcomes before and after counselling and wellbeing sessions. CFS uses this data for quality assurance purposes. Links to specific digital surveys are delivered to clients via email. By answering and submitting such surveys, you will accept both essential and non-essential tracking mechanisms. [You may learn more about SurveyMonkey's cookie policy and how to manage its cookies.](#)

[MailChimp](#) is an email marketing application. CFS employs this service for its newsletter program. When you click on the newsletter sign-up button located on CFS's website or other digital marketing material, you will be transferred off-site to this third-party agency's website. [Additional information about MailChimp's tracking mechanisms and how to opt-out are available.](#)

[Eventbrite](#) is an online event registration application used by CFS for event and webinar registration. Links to various CFS events and webinar are posted on the agency website and included in digital flyers and other promotional materials. When you click on the event or webinar registration link located on any of CFS's marketing materials, you will be transferred off-site to this third-party agency's website. [Additional information about Eventbrite's tracking mechanisms and how to opt-out are available.](#)

## **Social Media**

Social media buttons located on the CFS website link to official CFS-run social media accounts that collect personal data of visitors independently.

These are the social media platforms CFS has accounts with and may link to via its website. Note: depending upon the platform, you do not necessarily have to have an account to participate or to be subject to cookies. By clicking on the link below, you will find information about each platform's privacy policy.

- [Facebook](#)
- [Instagram](#)
- [Twitter](#)



- [LinkedIn](#)
- [YouTube](#)
- [TikTok](#)

