



FOIP STATEMENT

Personal information is collected for the purpose of providing the Edmonton On Demand Transit and will be used to manage your account. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. Questions about the collection, please contact Contract Coordinator, On Demand Transit, 15th Floor Edmonton Tower, 10111 104 Ave NW, Edmonton, AB, T5J 0J4, 780 442 5311, and odtprivacy@edmonton.ca.

PRIVACY POLICY EDMONTON ON DEMAND TRANSIT

The City of Edmonton and Edmonton On Demand Transit is committed to protecting your personal privacy, in accordance with the Freedom of Information and Protection of Privacy (FOIP) Act.

Creating your account

The City of Edmonton will use your personal information (name, phone number and email address) to create and manage your Edmonton On Demand Transit account.

Booking a Trip

When booking a ride using the Edmonton On Demand Transit, you can set "favourite" addresses you use frequently to make the trip booking process faster in the future. Entering a favourite location is not a requirement of using the Edmonton On Demand Transit app. Your rider information will be saved from previous trips to make it easier to book subsequent trips.

Booking Trips for More Than One Rider

When booking your ride, you are able to book a ride for friends and family that will be travelling with you at the same time to the same location. No personal information for additional riders is collected to use the ride share feature.

Friend Referrals

When you click 'Refer a Friend', you will be able to share the Edmonton On Demand Transit with friends and family. No personal information will be collected for this feature. By clicking share, a generic message will be populated by the Edmonton On Demand Transit app/website in your email or text messaging app for you to send.

Notifications

When creating your account, you can choose to receive notifications to the email address you provided during your account setup. The notifications will inform you of critical announcements, such as vehicle location, and changes in service hours or zones. You can unsubscribe from receiving notifications in your settings. Your personal information is not shared with third parties for marketing purposes.

Statistics

Aggregated statistics regarding the number and length of trips will be collected for managing the Edmonton On Demand Transit service. No personal information is included in these statistics.

Your personal information will not be used for any other purpose other than described above and will not be disclosed to any third parties.

Last updated: April 9, 2021.