DOMAC Website Privacy Policy

Version 1.0 · Effective November 23, 2026

This policy explains how the Dental Office Managers Association of Canada (DOMAC) handles personal information on officemanagers.ca and in the tools linked from it.

1. Who we are and who is responsible

DOMAC is a non-profit association based in Winnipeg, Manitoba, for dental office administrators, managers and consultants. The person responsible for personal information and privacy at DOMAC is the Executive Director, who serves as our Privacy Officer.

Privacy Officer contact: privacy@officemanagers.ca · 1-888-624-9888 · #4–1761 Wellington Ave, Winnipeg MB R3H 0G1

2. What this policy covers

This policy covers what happens when you visit the website, become a free member, fill in a form, receive our email, or register for or pay for something through the site, including webinars and THAT DENTAL EVENT (TDE).

If you apply for certification or sit an exam, the DOMAC Candidate Consent and Privacy Statement also applies. It covers exam recordings, photo ID, and the public list of certified members (its section 10). If the two documents differ on certification or exam information, the Candidate Consent and Privacy Statement applies.

This policy does not cover other websites we link to (for example Facebook, Instagram, LinkedIn and YouTube). Their own policies apply there.

3. What we collect, and why

We collect only what we need for each purpose, and we tell you when we ask.

When you visit the site. Your IP address, browser and device type, the pages you view, the date and time, and the page that sent you. We use this to show you the site, keep it secure and count visits. Analytics tools count visits and show how the site is used (see section 4). We do not use this to identify you personally or for advertising.

When you become a free member. Your name, email address, your agreement to the Code of Ethics and Professional Conduct (with the date), and your province and role if you choose to give them. We use this to set up your membership record, send you membership and certification information, and run DOMAC. If you start signing up but never sign the Code, we do not treat you as a member (see section 7). Free members are not listed anywhere on our website.

Public list of certified members. If you become certified, you are listed on the page for your certification type (CPDOA, CPDOM or CPDC) with your name, designation, status and the date you were certified, so employers and the public can verify your credential. No contact details, workplace or scores are shown. The list is public, so search engines may index it. We tell you about the listing on our website and on your Certification Fee and renewal invoices. You can opt out at any time by emailing privacy@officemanagers.ca, and you can ask to be added again later. We keep a record of each opt-out so we do not list you again by mistake. Opting out removes your name from the public list. Confirming whether someone holds a valid certification is part of what certification means, so if an employer or regulator asks about you by name, we

will still confirm whether you hold a valid certification, and nothing more. The full terms are in section 10 of the Candidate Consent and Privacy Statement.

When you use a form. Our contact, accreditation application and Application Appeal forms (Google Forms and GreenRope forms) collect what each form asks for and any files you attach. We use it only to handle your request. Certification application documents are covered by the Candidate Consent and Privacy Statement.

When you pay us. We send invoices through Xero. You pay through Stripe, and you enter your card details with Stripe. DOMAC does not receive or store your full card number. We keep the invoice and payment record: your name, billing name and address, email, the amount, the date and the status.

When you register for events and webinars. Registration and exhibitor sign-up for THAT DENTAL EVENT (TDE) happen on EventSquid, which our site links to. Webinars run through Zoho. We collect your name, email, organization, role, your registration choices and, for webinars, whether you attended. If you ask us to follow up with you (for example, to send membership information), we record what you asked for and when.

Our email. We send email through GreenRope. We can see whether a message was opened and which links were clicked, so we know what is useful. This works through a small hidden image and tracked links in the email. Blocking images or reading the email as plain text limits it. You can unsubscribe at any time.

4. Cookies and analytics

- **No advertising.** We do not use advertising cookies or social media tracking pixels. In Google Analytics, Google signals and Google's advertising features are switched off.
- **Site analytics.** We use Google Analytics to see how many people visit, which pages they view and how they found us. It uses cookies and collects your approximate location and your device and browser details. Google Analytics stays off until you accept analytics cookies in the banner on your first visit, and you can change your choice at any time with the cookie settings link in the footer. The banner is shown to every visitor. Google Analytics keeps this data for 14 months, then deletes it. The information goes to Google, which may store it in the United States.
- **Security.** Cloudflare delivers and protects the site. To do this it processes technical visit data such as your IP address, and it may set a security cookie that helps tell people apart from automated bots. We do not control that cookie.
- **Linked and outside tools.** Our site links to sites such as EventSquid, YouTube, Facebook, Instagram and LinkedIn, and forms and payments run through GreenRope, Google Forms, Stripe and Zoho. They may set their own cookies when you use them. We do not control those cookies. See each provider's policy.
- **Contact form.** Our Contact page shows a GreenRope form on the page itself. When you open that page, GreenRope loads the form and may set its own cookies and receive your IP address and browser details, even if you have not accepted analytics cookies. We do not control those cookies. See GreenRope's privacy policy.
- **Map.** Our Contact page also shows a Google Map of our office on the page itself. When you open that page, Google loads the map and may set its own cookies and receive your IP address and browser details, even if you have not accepted analytics cookies. We do not control those cookies. See Google's privacy policy.
- **Our commitment.** If we ever add another tool that identifies, locates or profiles visitors, it will be off until you choose to turn it on, and we will update this policy first.

- **Your browser.** You can block or delete cookies in your browser settings. The site will still work.

5. Who handles your information for us

We do not sell your information. We do not use it for advertising. We share it only with the service providers below, to do what you asked or to run DOMAC, and where the law requires.

Provider	What it does for us	What it may hold
GreenRope	Member records, email, member portal, forms	Member profile, Code agreement, listing opt-out record, email history
Google Analytics	Site usage statistics, only if you accept analytics cookies	Pages viewed, device and browser, approximate location, a cookie identifier
Google Workspace	Email, files, Google Forms, video meetings	Messages and files you send us; form responses
Stripe	Card payments	Payment details you enter, name, email, amount
Xero	Invoicing and accounting	Name, billing details, invoice and payment records
EventSquid	TDE registration and exhibitors	Registration and exhibitor details
Zoho	Webinars	Registration and attendance details
Cloudflare	Website hosting and security	Technical visit data (see section 3)

Certification exams are run by SpeedExam. See the Candidate Consent and Privacy Statement.

Inside DOMAC, access is limited to the Executive Director and people the Executive Director authorizes. Committee members who see applications sign a confidentiality agreement.

6. Where your information is stored

Most of these providers store information outside Canada, including in the United States. Information stored outside Canada may be accessed by courts and law enforcement in those countries under their laws.

- GreenRope: United States.
- Google (Workspace and Google Analytics): we cannot choose a region, so information may be stored in the United States or elsewhere.
- Stripe: may store information in the United States and other countries.
- SpeedExam (certification exams): outside Canada, including the United States and France. See the Candidate Consent and Privacy Statement.
- Zoho (webinars): Canada.
- Xero: Australia, New Zealand and the United States, according to Xero's privacy notice.
- EventSquid (TDE registration): United States, on Amazon Web Services servers, according to EventSquid's privacy policy. EventSquid is a company based in Denver, Colorado.
- Cloudflare: processed on its global network, including in the United States.

7. How long we keep it

Information	How long
Google Analytics data (only if you accepted analytics cookies)	14 months, then Google deletes it
Free member record and signed Code	While you are a member, then 2 years after your membership ends or you last take part, then deleted or made anonymous
Sign-ups never completed	As long as we need it for the reason you gave it to us. We review these records at least once a year and delete on request.
Certified-member listing	While you are certified and listed. If you opt out, we keep a record of the opt-out so we do not list you again by mistake, as set out in the Candidate Consent and Privacy Statement
Contact form messages	As long as we need it for the reason you gave it to us. We review these records at least once a year and delete on request.
Accreditation applications and appeals	Accreditation: the course materials an applicant submits are returned or destroyed within 12 months after the accreditation ends or the application is closed. The decision file (the application form, the decision, review summaries, reviewer notes and correspondence) is kept for 7 years after the accreditation ends or the application is closed. Certification appeals: 7 years, as in the Candidate Consent and Privacy Statement.
Invoices and payment records	As long as the law requires for accounting and tax records (generally 6 years)
Webinar and TDE registrations	As long as we need it for the reason you gave it to us. We review these records at least once a year and delete on request.
Unsubscribe records	Kept so we do not email you again

8. How we protect it

We limit who can access personal information, use separate administrator accounts for our main systems, and choose providers that apply security safeguards. If there is a breach that creates a real risk of significant harm (in Quebec, a risk of serious injury), we will tell you and report it to the privacy authorities as the law requires. We keep a record of every incident for at least 24 months.

9. Your rights and choices

You can ask us to:

- show you the personal information we hold about you;
- correct it if it is wrong or incomplete;

- delete it, unless the law or a pending appeal or inquiry requires us to keep it;
- withdraw a consent you gave, including your listing as a certified member and our email;
- give you your information in a common electronic format, and, if you live in Quebec, stop sharing it or de-index it where the law allows.

To protect your privacy, we may ask you to verify your identity before we act on a request. Write to the Privacy Officer (the Executive Director) at privacy@officemanagers.ca. We answer within 30 calendar days. If we cannot resolve your concern, you may complain to the Office of the Privacy Commissioner of Canada or, if you live in Quebec, the Commission d'accès à l'information du Québec.

10. Email and unsubscribing

We email people who have joined DOMAC or asked to hear from us, about membership, certification, events and DOMAC news. Every promotional message names DOMAC, gives our mailing address and has a one-click unsubscribe link. We honour an unsubscribe within 10 business days at most. We may still send messages you need, such as an invoice, an application decision or an exam notice.

11. Artificial intelligence

People make every certification and accreditation decision at DOMAC. We do not put member, visitor or candidate personal information into AI tools, including the AI features built into our member system.

12. Children

Our site and services are for working adults and are not aimed at children under 18.

13. Changes to this policy

We publish the version and date at the top. If we make a significant change, we will tell members by email before it takes effect.

14. Contact

Privacy Officer (Executive Director), Dental Office Managers Association of Canada · privacy@officemanagers.ca · 1-888-624-9888 · #4–1761 Wellington Ave, Winnipeg MB R3H 0G1 · Phone support: 6 a.m. to 10 p.m. Central time