



ICEAP Privacy & Confidentiality Policy

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Administration Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

Policy Statement

The International Centre for English Academic Preparation (ICEAP) is committed to protecting the privacy, confidentiality, and security of personal information collected from students, parents/guardians, staff, agents, partners, and visitors. ICEAP collects, uses, discloses, and retains personal information in accordance with applicable Canadian privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA), applicable Ontario legislation, and international student program requirements.

By submitting personal information to ICEAP, you consent to the collection, use, disclosure, and retention of your information in accordance with this Privacy Policy and as otherwise permitted or required by law.

This policy is available to past, current, and prospective students at all times.

1. Purpose of the Policy

The purpose of this Privacy Policy is to explain how ICEAP collects, uses, stores, protects, and discloses personal information in the course of providing English language education, pathway programs, academic advising, student services, admissions support, and related educational services.

ICEAP recognizes the importance of privacy and is committed to maintaining the confidentiality and integrity of personal information entrusted to the school.

2. Definition of Personal Information

“Personal information” means information about an identifiable individual, including but not limited to:

- Name
- Date of birth
- Gender
- Citizenship and immigration information
- Passport details
- Mailing address and telephone number
- Email address
- Emergency contact information
- Academic transcripts and educational history
- English language proficiency test results
- Financial or payment information
- Attendance records and academic progress
- Medical or accessibility information voluntarily disclosed for accommodation purposes
- Photographs, videos, and recordings
- Disciplinary records
- Student identification numbers

Personal information does not include publicly available business contact information.

3. Collection of Personal Information

ICEAP collects personal information directly from students, parents/guardians, authorized representatives, educational partners, agents, or government agencies when necessary for educational and administrative purposes.

ICEAP may collect personal information during:

- Student applications and admissions
- Program registration and enrollment
- Tuition payment processing
- Academic advising and pathway support
- Student orientation and activities
- Accommodation or homestay arrangements
- Surveys, feedback forms, and school events
- Website inquiries and newsletter subscriptions

Examples of information ICEAP may collect include:

- Contact information
- Passport and study permit information
- Proof of identity and citizenship
- Academic records and transcripts
- English placement assessment results
- Emergency medical information voluntarily provided
- Payment and billing information

- Attendance and disciplinary records

ICEAP limits collection of personal information to what is reasonably necessary for identified educational and operational purposes.

4. Use of Personal Information

ICEAP uses personal information for legitimate educational, administrative, legal, and operational purposes, including:

- Processing applications and admissions
- Confirming student identity
- Registering students in programs and courses
- Assessing English language proficiency and academic placement
- Maintaining academic records and attendance records
- Communicating with students and parents/guardians
- Providing academic advising and student support services
- Supporting post-secondary pathway and university/college applications
- Issuing transcripts, certificates, and letters of enrollment
- Managing tuition payments and financial records
- Responding to emergencies or health and safety concerns
- Meeting reporting obligations to government agencies and regulatory authorities
- Improving educational programs and student services
- Conducting internal research, planning, and statistical analysis
- Ensuring compliance with school policies and legal obligations

ICEAP may use student photographs, videos, or testimonials for promotional or educational purposes only with appropriate consent.

5. Disclosure of Personal Information

ICEAP may disclose personal information when necessary for educational operations or as required by law, including:

- To colleges, universities, or pathway partners at the student's request
- To Immigration, Refugees and Citizenship Canada (IRCC) when legally required
- To Ontario ministries or regulatory authorities
- To homestay providers or custodians where necessary for student welfare
- To emergency medical personnel during emergencies
- To authorized educational agents acting on behalf of students
- To payment processors and service providers supporting school operations
- To law enforcement agencies when required by law

All disclosures are limited to the information necessary for the identified purpose. Except where disclosure is permitted or required by law, ICEAP generally requires student authorization before releasing personal information to third parties. However, ICEAP may disclose necessary personal information without additional student authorization where disclosure is permitted or required for Ministry audits, ISP designation or

compliance reviews, IRCC or designated learning institution enrolment reporting obligations, court orders, search warrants, health or safety emergencies, or other lawful governmental or regulatory requirements.

6. International Students and Immigration Requirements

As an institution serving international students, ICEAP may collect and disclose personal information required for immigration, enrollment verification, and compliance with Canadian laws and regulations.

This may include:

- Study permit information
- Passport information
- Visa status updates
- Enrollment confirmation
- Attendance reporting where required
- Academic status reporting
- Custodianship documentation

ICEAP may provide required information to Immigration, Refugees and Citizenship Canada (IRCC), designated learning institution reporting systems, or other authorized government agencies in accordance with applicable laws.

7. Consent and Withdrawal of Consent

By providing personal information to ICEAP, students consent to the collection, use, disclosure, and retention of their information for educational and administrative purposes.

Students may withdraw consent for certain optional uses of personal information by contacting ICEAP in writing. Withdrawal of consent may limit ICEAP's ability to provide certain services or continue enrollment where the information is necessary for educational administration or legal compliance.

ICEAP will respond to withdrawal requests within a reasonable timeframe and in accordance with applicable privacy laws.

8. Information Collected Through Technology

ICEAP may collect information through technological means when individuals use ICEAP websites, learning platforms, student portals, or communication systems.

This information may include:

- IP address
- Device information
- Browser type
- Login records
- Website usage statistics
- Learning management system activity
- Cookies and analytics information

This information is used to:

- Improve website functionality and user experience
- Maintain system security
- Support online learning services
- Analyze trends and usage patterns
- Troubleshoot technical issues

9. Service Providers and Third Parties

ICEAP may use trusted third-party service providers to support school operations, including:

- Cloud storage providers
- Payment processing services
- Learning management systems
- Student information systems
- Email and communication platforms
- Homestay coordination services

Service providers are required to maintain confidentiality and implement appropriate security measures to protect personal information.

10. Storage and Retention of Information

Personal information is stored securely in Canada or in secure electronic systems used by ICEAP and authorized service providers.

ICEAP retains personal information only for as long as necessary to:

- Fulfill educational and operational purposes
- Meet legal and regulatory obligations
- Resolve disputes or enforce agreements
- Maintain student academic files for at least 3 years and certificates - for 25 years.

When personal information is no longer required, ICEAP securely destroys or anonymizes the information in accordance with applicable laws and records retention practices.

11. Protection and Security of Personal Information

ICEAP uses reasonable administrative, physical, and technical safeguards to protect personal information from unauthorized access, loss, misuse, disclosure, alteration, or destruction.

Security measures may include:

- Password-protected systems
- Restricted access to records

- Staff confidentiality obligations
- Secure electronic storage
- Secure document disposal procedures

While ICEAP takes reasonable steps to protect personal information, no method of transmission or storage is completely secure.

12. Accuracy and Access to Information

Students are responsible for ensuring that the personal information they provide to ICEAP is accurate and up to date.

Students may request access to or correction of their personal information by contacting ICEAP administration. ICEAP may require verification of identity before providing access to records.

Access may be limited where permitted or required by law.

13. Cookies and Website Analytics

ICEAP websites may use cookies and analytics tools to improve website functionality and user experience.

Cookies may collect:

- Session information
- User preferences
- Website traffic data
- Browser information

Users may disable cookies through browser settings; however, some website features may not function properly.

14. Social Media and External Websites

ICEAP websites and communications may contain links to third-party websites or social media platforms.

ICEAP is not responsible for the privacy practices, content, or security of external websites or services. Users should review the privacy policies of third-party websites before providing personal information.

15. Policy Changes

ICEAP may update this Privacy Policy from time to time to reflect changes in legal requirements, educational practices, or operational procedures.

Updated versions of the Privacy Policy will be posted on the ICEAP website and will become effective upon posting.

Continued enrollment or use of ICEAP services following changes to this policy constitutes acceptance of the revised policy.

16. Contact Information

Questions, concerns, or requests regarding this Privacy Policy or ICEAP's handling of personal information may be directed to:

International Centre for English Academic Preparation (ICEAP)

Administration Office

Email: info@iceap.ca

Website: www.iceap.ca

Students may contact ICEAP to:

- Request access to personal information
- Correct inaccurate information
- Withdraw consent where applicable
- Ask questions about privacy practices
- Submit a privacy-related complaint