

Privacy of Personal Information Policy

Approved September 18, 2017

At Extend-A-Family, the privacy of personal information has always been an important aspect of operations. On January 1, 2004, the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA) began to apply to provincially regulated organizations that collect, use and disclose personal information in the course of commercial activity. As such, this policy is to ensure compliance with PIPEDA, as well as to inform individuals of our continuing commitment to the protection of their personal information.

What is personal information?

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form such as a personal e-mail address, home addresses and so on. It does not include information normally found on a business card, such as name, title, company, business address, business e-mail address, business telephone or fax number.

Who is responsible for protecting the personal information collected, used and disclosed by Extend-A-Family?

The Executive Director, along with Extend-A-Family staff, funders, members, volunteers, committee members and board, are responsible for ensuring compliance with PIPEDA and with this Privacy Policy.

Why does Extend-A-Family collect, use or disclose personal information?

Extend-A-Family is dedicated to building meaningful, inclusive relationships.

To achieve this goal, Extend-A-Family may collect, use and disclose personal information, when applicable, for the following purposes:

- To assess applications for membership, volunteering, employment;
- To evaluate donor needs and interests;
- To issue newsletters and event notifications;
- To add information to our website, newsletters, displays and presentations;
- With additional consent to provide stories to media, research and other public relations work.

Extend-A-Family does not sell or rent its member, volunteer, staff or donor information to any external parties.

How do individuals provide Extend-A-Family with their consent for the collection, use and disclosure of their personal information?

Individuals may provide personal information expressly through the membership application, events/programs registration, or newsletter subscription process. During these processes, they may also provide their preferred contact information. Extend-A-Family staff have access only to the personal information provided by the member that is required to fulfill the purposes stated within this policy. At times, Extend-A-Family may communicate information and details about future activities to these individuals. Extend-A-Family will collect specific permissions on release forms for general use items such as photos, separate projects such as information for brochures and other projects. Information will not be released to any third party without the express permission of the Extend-A-Family member. Consent can be withdrawn by contacting the Extend-A-Family Office Manager who will ensure that the individual's personal information is no longer used or disclosed by the organization.

How much personal information does Extend-A-Family collect, use or disclose?

Extend-A-Family collects, uses and discloses personal information only to the extent required to fulfill the purposes stated within this policy.

How long does Extend-A-Family retain personal information?

Extend-A-Family retains personal information only for as long as is required to fulfill the purposes stated within this policy, and to meet all requirements by law. For example, inactive member records are retained in a protected storage facility for a seven (7) year period. Another example is member's contact information being retained only for the duration of their active period. All financial transaction records are retained as long as required by the Canada Revenue Agency.

How accurate is the personal information collected, used and disclosed by Extend-A-Family?

Personal information that is collected, used and disclosed by Extend-A-Family is provided by individuals and is updated by the organization when requested by the individual, or on an annual basis for members through the Family or Host Information Update process. If an individual's personal information requires amendment, they may contact an Extend-A-Family Coordinator or the Office Manager to ensure that the correction is made.

How secure is the personal information stored at Extend-A-Family?

Extend-A-Family is committed to ensuring that personal information is protected from unauthorized access, unintended disclosures or theft. This protection is provided by firewalls in the computer system, passwords to protect databases, locked filing cabinets and restricted access to offices. Only the Executive Director and delegated individuals have access to this information.

How is personal information collected, used or disclosed via Extend-A-Family's websites?

The content in this section will appear on the Extend-A-Family website.

When accessing the Extend-A-Family website, a small text file called a "cookie" is placed by our web server on your device (computer or tablet or mobile device). Cookies enhance your browsing experience, and allow us to recognize your device when you return to the Extend-A-Family website. Please note that cookies are not programs or code, and are only used to optimize browsing.

We use cookies to record certain information from your browser including your Internet Protocol (IP) address, browser type, internet service provider and operating system. We also use cookies to identify the pages or features of our website that you visit or use, the website that referred you to us (if that was the case) and the dates and times that you visit our website. This information is used, in aggregate form, to provide statistical measures about the usage of our website. We use cookies to remember your preferences (such as language, text sizing or other settings). We use this information to remember your device during your visit to our website and in turn this allows us to continually improve the content and design of our website. **No personal information is collected.**

You may set your web browser to delete or block cookies or to warn you before a cookie is sent. Check the settings or help section of your web browser for more information. Please note the Extend-A-Family website does not require your acceptance of cookies to view any of its pages or to benefit from any of the features of our web site.

The Extend-A-Family website contains links to external websites as a convenience to you. These external websites are owned and operated by third parties. While we attempt to ensure that these organizations adhere to similar privacy policies, we are not responsible for the content or privacy practices of such sites. It is strongly recommended that you review the privacy policies of other sites prior to providing any personal information on those sites.

How can individuals learn more about Extend-A-Family's Privacy Policy?

Updated versions of this Privacy Policy will continue to be posted on the Extend-A-Family website at www.extendafamily.ca as we make improvements. This Policy is also available in hard-copy at the Extend-A-Family office, a copy of which can be requested by contacting the Extend-A-Family office.

How can individuals access their personal information held by Extend-A-Family?

Individuals have a right to access their own personal information in the possession and control of Extend-A-Family. They also have a right to know if their information has been disclosed to any third parties. If individuals wish to access their personal information, they need to contact Extend-A-Family in writing. Extend-A-Family reserves the right to charge a reasonable fee for the copying of this information.

How can individuals relay their concerns about their personal information held by Extend-A-Family?

If individuals have a complaint related to Extend-A-Family's Privacy Policy, they can contact the Executive Director or Board Chair in writing. If Extend-A-Family is unable to resolve the concern, or if there are further complaints, individuals may contact the Privacy Commissioner of Canada at www.privcom.gc.ca