



POLICIES & PROCEDURES

PRIVACY & CONFIDENTIALITY POLICY

The following are responsible for the development, review and oversight of this policy:

Staff: Executive Director

Department: Executive

Board Position: Chair,
Governance and
Administration

Board Committee: Governance and Administration

PURPOSE

Ve'ahavta is committed to safeguarding the personal information entrusted to us by our stakeholders. We protect personal information in accordance with The Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable laws such as the Canadian Anti-Spam Legislation (CASL). This policy outlines the principles and practices we follow in protecting your personal information.

This policy applies to Ve'ahavta and to any person providing services on our behalf. A copy of this policy is provided to any client, volunteer, donor or other stakeholder upon request.

DEFINITIONS

Personal information:

Information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history etc.

Stakeholder:

Anyone that Ve'ahavta comes into contact with including board members, volunteers, donors, program participants, clients, and staff members.

PROCEDURAL GUIDELINES

PURPOSE OF COLLECTING PERSONAL INFORMATION:

- We collect personal information for the following purposes:
 - deliver requested programs and services
 - enroll a client in a program
 - send out campaign/fundraising materials
 - process donations and issue charitable tax receipts
 - keep clients informed about our activities
- We inform our clients, before, or at the time of collecting personal information, of the purposes for which we are collecting the information.
- This notification is not provided when information is provided by stakeholders for an obvious purpose (for example, producing a credit card donation when the information will be used only to process the payment).
- Personal information may be collected via phone, mail, in person, on paper and online.
- Hard copies are kept in locked offices and/or locked filing cabinets.
- Digital information is protected securely by Ve'ahavta in conjunction with our IT providers.

CONSENT

We ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume consent in cases where the individual volunteers information for an obvious purpose. If we ask for consent in writing, this information will be filed in a secure location.

Once provided, we operate on an assumption of continued consent unless it has been expressly withdrawn.

A client may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations.

WEBSITE PRIVACY

Ve'ahavta collects personal information upon your voluntary entry of this information on the website. Such instances include, but are not limited to, entry of your name and email address to subscribe to our email list, and entry of your name, address, and credit card information in our online donation forms. All credit card information entered for donation purposes on our website is processed by a certified company and ensures all transactions are handled with security. This information is collected to process donations and the entry of this information, along with your validation of the confirmation prompt, function as your consent for making the payment(s) indicated. Ve'ahavta does not sell any personal information that it collects.

Tracking Visits

Ve'ahavta may monitor traffic patterns, site usage and related site information in order to optimize our web site information and service or product offerings. Ve'ahavta may track visits in order to compile statistical information about the use of our Web site, but we do not collect individual information about individuals or their use of this site.

Subscription to Our Email List

Information provided for subscription to our email list is used to keep individuals notified of Ve'ahavta's ongoing activities and opportunities to help the organization and other relevant updates. In keeping with the Canadian Anti-Spam Legislation (CASL), the entry of this information functions as your consent for receiving the types of notifications listed. If at any time an individual wishes to be removed from our email list, they may click the "unsubscribe" button at the bottom of any of our subscription emails.

Links to Other Websites

Our website includes links to other websites whose privacy policies we do not control. Once an individual leaves our servers, use of any information provided is governed by the privacy policy of the operator of the site visited. Ve'ahavta is not responsible for the privacy practices or the content of such websites.

DATA USE AND DISCLOSURE

We use and disclose personal information only for the purpose for which the information was collected, except as authorized by law.

If we wish to use or disclose personal information for any purpose not outlined above, we will ask for consent. We will not share personal information with third parties without consent.

Personal information is kept within Ve'ahavta's office except for direct mailings, when our list is forwarded to third-party mailing houses who only use the information for this purpose. Individuals who wish to opt in or out of marketing campaigns, or correct personal information, are able to do so by contacting Ve'ahavta.

ACCURACY OF PERSONAL INFORMATION

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with the organization.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

ACCESS TO PERSONAL INFORMATION

Individuals have a right to access their own personal information in a record that is in the custody of Ve'ahavta, subject to some exceptions. If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.

You may make a request for access to your personal information. You may also request information about our use of your personal information and any disclosure of that information to persons outside our organization. In addition, you may request a correction of an error or omission in your personal information.

Personal information is accessible to staff members and board members when deemed necessary in the performance of their duties. Similarly, designated volunteers have limited access to certain personal information for the performance of administrative duties. Staff, board members and volunteers are required to sign a confidentiality agreement.

CONTACT US WITH QUESTIONS OR CONCERNS

If you have any questions or concerns regarding this policy, please do not hesitate to contact Ve'ahavta at 416-964-7698 or info@veahavta.org

INFORMATION ABOUT THIS POLICY

Original Effective Date: August 2014

Last Update Date: June 2022

Approved by Board: January 5, 2016

Review Period: Every 2 years

Date of Next Update: June 2024