

PRIVACY POLICY

The Centre for Grief and Healing – Bereaved Families of Halton/Peel (CFGH – H/P) is committed to protecting the privacy of our donors, supporters and others with whom we interact. We value the trust placed in us and strive to be accountable and transparent in how we handle the information shared with us.

Collection and Use of Personal Information

CFGH – H/P collects and maintains various types of personal information about individuals with whom we interact, relevant to administer and manage supporter-charity relationships. We comply with Canada's federal Personal Information Protection and Electronic Documents Act and aim to exceed legal requirements. Personal information of donors and supporters is always held in confidence, and its use or disclosure is subject to consent.

Personal information we collect may include:

- Contact and identification information, such as name, address, telephone number, mobile number, email address, demographic information, and social media contacts.
- Identification information of your deceased loved one, such as name, date of birth and death, cause of death, and relationship to you.
- Opinions, beliefs, and relevant facts about individuals.
- Donation information, including date of gift, amount, appeal, joint gifts, and receipt details.
- Financial information, such as payment methods, preferences, and billing/banking details for donation processing.

Exceptions: contact information and publicly available information, such as names, addresses, and telephone numbers published in telephone directories, are not considered personal information. Personal information may be provided to CFGH-H/P through correspondence, meeting registrations, and volunteer inquiries.

If you do not wish to hear from us, you may unsubscribe at any time. If you wish to reverse your previous opt-out choice and receive communications from us, please contact info@bereavedfamilies.ca.

Privacy Practices

Personal information collected by CFGH – H/P is kept confidential. Access to personal information is granted to authorized personnel based on their need to deal with the information for the purposes it was obtained. Safeguards are in place to prevent unauthorized disclosure or sharing of information. Measures are taken to maintain the integrity, accuracy, and security of personal information.

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Privacy Practices

We collect, use, and disclose personal information for appropriate purposes, including:

- Administering and managing supporter relationships.
- Providing peer support.
- Processing donations.
- Responding to information requests.
- Keeping individuals informed about CFGH – H/P activities and events.
- Providing opportunities to support our mission.

Sharing Personal Information

CFGH – H/P is committed to maintaining the confidentiality of personal information and will only provide or share it with third parties under the following circumstances:

1. Authorized by the individual.
2. Where confidentiality needs to be broken in order to protect the safety or well-being of an individual or others.
3. Necessary to process a credit card transaction.
4. Required by law or regulatory requirements.

Consent

We only collect, use, or disclose personal information with explicit or implied consent. Consent is typically sought at the time of collection. In certain circumstances, consent may be obtained after collection but prior to use or disclosure. We may collect, use, or disclose personal information without knowledge or consent when permitted or required by applicable legal and regulatory requirements.

Retention of Personal Information

Personal information is retained for as long as necessary to fulfill the purposes for which it was collected and to comply with legal record retention requirements.

Access to Your Information

You have the right to know whether we hold personal information about you, access that information, and ensure its accuracy. To access your personal information or inquire about privacy protection, please contact our Executive Director using the contact information provided below.

- Executive Director: executivedirector@bereavedfamilies.ca

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada.

PRIVACY POLICY

Online Properties

CFGH – H/P is committed to ensuring the privacy and security of personal information collected through our online properties, including our website. We have implemented the following measures to protect the information shared with us:

- **Collection and retention of personal information:** All personal information, including email addresses and financial information, collected on CFGH-H/P's website is knowingly and specifically provided by the website user. We do not retain credit card information after the completion of an online transaction, ensuring the confidentiality of financial data.
- **Protecting online activities:** Users are encouraged to prioritize the protection of their own computers and maintain the privacy of their online activities. The Government of Canada's "Get Cyber Safe" website offers valuable resources and guidance on cybersecurity practices.
- **Minors' consent:** If you are under 18 years of age, please obtain parental or guardian permission before sharing any personal information, such as your name, address, or email address, with us or any other party over the internet. CFGH-H/P takes reasonable steps to identify supporters under the age of 18. We use their personal information solely to respond to their requests or for administrative purposes, and we do not solicit funds from them.
- **Third-party websites:** Our website may contain links to other websites with varying privacy standards. CFGH-H/P does not assume responsibility for the privacy practices, policies, and actions of these third-party websites. We encourage caregivers to actively engage in their children's online activities and stay informed about their participation on the internet.

Please note that by using our website and providing personal information, you acknowledge and consent to the practices described above. It is important to review this Privacy Policy periodically for any updates or changes.

Cookies and External Links

Our website may collect information through cookies and other technologies to personalize user experiences, operate the website, and for statistical or marketing purposes. You can accept or decline optional cookies, but disabling cookies may affect user experience. Our website may contain links to third-party websites, and we encourage you to read their privacy statements. You can find more detailed information about cookies, how they work and how you can modify your computers settings to block or filter cookies at <http://www.aboutcookies.org/>.

PRIVACY POLICY

Privacy Policy Updates

We regularly review our privacy practices to comply with federal privacy legislation and protect our supporters' trust. This policy may be changed from time to time, and updates will be reflected in this posting. By using our website, you accept any changes made to the policy.

Contact Details

Individuals have the right to access their personal information that is held by CFGH-H/P. Upon written request, CFGH-H/P shall provide access to the individual's data, except in limited circumstances outlined in PIPEDA. We will do our best to provide you with information within 7 business days. For access to personal information or inquiries about privacy, please contact the Executive Director at executivedirector@bereavedfamilies.ca

If you are aware of an inaccuracy of changes in the personal information which we hold about you, please contact us. Questions, concerns or complaints regarding CFGH-H/P's privacy policy or practices should be directed to our Executive Director at executivedirector@bereavedfamilies.ca

For more information on privacy and your rights, visit the website of the Privacy Commissioner of Canada.

Effective Date: July 1st, 2023