



Privacy Policy

excerpt from Policy Manual as follows:

We recognize the importance of privacy of personal information and we are committed to treating any such information, which we collect, use or disclose in a responsible manner and only as reasonably necessary for the purpose for which it was collected. We value the trust of those we deal with and recognize that maintaining this trust requires that we have a clear policy on the use of information that is shared with us.

Introduction and Accountability

This Privacy Policy governs our dealing with “personal information”. Personal information means any information about an identifiable individual, be they a client, donor, volunteer, staff member or other individual we are engaged with. Information could include age, gender, religion, ethnic background, family status, political affiliations, health, home address, e-mail address and home phone number. Besides facts about or related to the individual, it may also include individual’s opinions or beliefs, or any information pertaining to a foster or dog guide associated with them. Personal information does not include business information such as the name, title, business address, or telephone number of an employee of an organization.

Our responsibility for information extends beyond our information in our possession or control, to information to which third parties may have access. This would include people acting on our behalf such as volunteer, accountants, information technology advisers, cleaners, bankers or others. We will restrict access to such third parties as much as is reasonably possible and request their assurances that they follow appropriate privacy principles.

Lions Foundation of Canada is a member of the Canadian Centre for Philanthropy and the Association of Fundraising Professionals. We adhere to the privacy guidelines of these organizations and are committed to protecting the privacy of the personal information of our donors, clients and volunteers.

Information Collected

The privacy of our users is important to us. Lions Foundation of Canada does not collect any personal information about users, except that which is knowingly and specifically supplied to us by the user. At times, we may request that they voluntarily supply us with personal information, such as e-mail address and postal address, for purposes such as visiting or corresponding with us or making a donation. However, when possible, an option to remain anonymous will be provided to those who wish to preserve their right to anonymity. We will not disclose any personal information about users to any outside parties.

We do not sell our donor list, nor exchange or share it with others. We shall honour donor's requests to remain anonymous in relation to:

1. Being publicly identified as a supporter of the organization; and or
2. Having the amount of their contribution publicly disclosed

This information may be accessed on request to ensure that it is correct and current.

We may require clients, staff or others to supply personal references for the purposes of verifying their suitability as a client, foster family or staff member.

These will be kept private and confidential as pledged to the person providing the reference.

Automatic Information

Certain web site applications may invoke a standard automatic feature found in web browser software called "cookies". We do not use or share information transferred through cookies. Although most web browsers automatically accept cookies, individuals can change the configuration of their browser to prevent this from occurring.

Why We Collect Information

The primary purposes for which we collect, use and disclose personal information is to serve our clients or potential clients or to communicate to potential clients or donors or other audiences involved in our services.

For example, we primarily collect, use and disclose personal information to:

- Evaluate potential client need for dog guides through their application process
- Maintain contact with our dog guide users in order to ensure that the team is still working well
- Process transactions related to donations

We also make use of this information to:

- Communicate in an ongoing manner with clients, volunteers and donors
- To provide mailings, donation opportunities or invitations to events
- To communicate to specific audiences on the Foundation, including Lions Clubs, volunteers and others
- To evaluate the performance of our services
- To report to required regulatory authorities

Consent

Generally, all personal information is held in strict confidence and we will obtain consent, either express or implied, to use or disclose personal information about an individual unless otherwise permitted or required by law. Provided we are informed, an individual can withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice.

Safeguarding

We will take appropriate steps to ensure adequate safeguards are in place to protect the personal information, which we obtain. Our safeguards include:

- Staff and volunteers will be required to sign a statement prior to taking part with us, stating they will abide by our Privacy Policy, both while in their role, or thereafter. We will also endeavor to ensure that third party contractors are aware of and abide by our Privacy Policy, as a condition of ongoing engagement
- Ensuring paper information is stored in a supervised or secure location with restricted access to offices
- Electronic information is also secured with restricted third party access and through the use of passwords.
- Use of Secure Sockets Layer (“SSL”) software, which encrypts information that you input during an on-line transaction. We will use credit card number only to process your payment and will not use it for marketing purposes. For reasons of security, credit card information is not stored on our Web Server. We will retain order information for our records, but this information is never shared with third parties.

Retention

We retain a limited amount of information for historical reference in servicing our clients and donors. Normally we close client files after no further service is anticipated and thereafter the file is generally destroyed after seven (7) years.

Donation and financial information is kept in hard copy as required by Revenue Canada for seven (7) years, and then destroyed. In order to recognize the total giving history of donors, we keep all historic donation records electronically, though some files may be deleted if they are more than seven (7) years, and there is not an ongoing relationship.

Openness and Sharing Information

With some exception, we will give access to personal information upon request to the individual. Exceptions may include information that contains references to other individuals or contain confidential business information where such information cannot be separated.

We respect the privacy of our donors. Donor records are kept confidential to the greatest extent possible. Donors have the right to see their own donor record and to challenge its accuracy.

Correcting Information

Upon the individual’s request, we will provide access to, and ability to correct, certain information, such as contact information, transaction information and credit card account information. If at any time anyone wishes to access or update information or stop receiving communications from the Foundation, the Foundation should be contacted by e-mail at bcrandell@dogguides.com or by postal mail at:

Beverly Crandell

Privacy Officer

Lions Foundation of Canada

152 Wilson St. Oakville, ON L6J 5E8

Ideally, old and new contact information should be provided so that we can make the appropriate corrections. If there are any comments or concerns about this privacy policy, please contact us.

If anyone believes there is a mistake in the personal information we have, they have the right to ask that it be corrected. If we agree that there is an error, it will be corrected. If we do not agree that a mistake has been made, we will include in our file a brief statement from you on the point and will include that with the information during its' use.

Further information on privacy and rights in regard to personal information may be found on the website of the Privacy Commissioner of Canada at www.provcom.gc.ca

Our Policy: We will from time to time review and revise our privacy practices and this Privacy Policy.