

PRIVACY POLICY

United Way of Trail & District respects the privacy of individuals by protecting personal information and adhering to legislative requirements with respect to protecting privacy. United Way values the trust of all individuals with which it relates and recognizes that maintaining this trust requires that United Way be accountable in how it collects and uses personal information.

DEFINITION OF PERSONAL INFORMATION

“Personal information” is any information that can be used to distinguish, identify or contact a specific individual, except business contact information and publicly available information (eg> telephone directories).

PRIVACY STATEMENT

Our commitment to our donors is that their information may be used for administrative purposes only. Donor information in recognition materials may not be published without prior consent. United Way of Trail & District may not trade, sell or share donor information with other businesses or charities. Upon request of the donors, their names will be removed from our mailing lists.

HOW PERSONAL INFORMATION IS COLLECTED

United Way of Trail & District may collect information directly from individuals, their employees or by way of pledge cards.

HOW PERSONAL INFORMATION IS USED

During the course of our various activities United Way of Trail & District frequently gathers and uses personal information. United Way only collects information that may be needed to:

- administer transactions
- conform to procedures required by law
- understand donor interests and demographics
- build strong relationships; and
- meet service expectations

United Way of Trail & District may not sell or trade personal information and may not “rent” out mailing lists.

DISCLOSURE OF PERSONAL INFORMATION

Personal information may be disclosed or provided to third parties only in the following circumstances:

- donor has provided written authorization for us to share the information

- sharing the information is necessary to process a donation, eg. Credit card transaction
- it is required by law

THIRD PARTY SERVICES

In order to maintain cost effectiveness and provide a high level of service, services may be provided by third parties on United Way's behalf (eg. a mailing service). In such instances, the United Way will enter into confidentiality agreements with these companies that will require them to protect the information while in their control and not to keep any personal information on file.

UNITED WAY'S COMMITMENT TO INFORMATION PROTECTION

Personal information gathered by the United Way of Trail & District must be kept in strict confidence. Confidentiality obligations are imposed on staff and volunteers who are authorized to access personal information based only on their need to deal with the information for the reason(s) it was obtained. Safeguards must be maintained to ensure the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. Measures must be taken to ensure the integrity of information and to prevent its being lost or inadvertently destroyed.

United Way of Trail & District secures donor information from unauthorized access, use or disclosure. Information must be stored in a controlled, secure environment, protected from unauthorized access. Password protocols and encryption software are used to protect personal information that is received and/or provided through the internet. Software must be routinely updated to maximize protection of such information.

PRIVACY OFFICER

To show this organization's commitment to privacy, the Board of Directors has appointed the Executive Director to act as Privacy Officer.

PRIVACY COMPLAINTS PROCESS

Complaints pertaining to privacy and related issues will be directed to the Privacy Officer and/or the President. Every attempt must be made to satisfy the needs of the donor within the guidelines of current Privacy Legislation.