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| <i>Policy & Procedure:</i> | DONOR PRIVACY POLICY 05-05 | | |
| <i>Performed by:</i> | Fund Development & Communications | | |
| <i>Approved by:</i> | Senior Leadership Team | | |
| <i>Date Approved:</i> | August 9, 2018 | <i>Date Reviewed:</i> | |
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POLICY:

Hospice Care Ottawa is committed to respecting the privacy of the personal information of its donors and being accountable and transparent in order to maintain the public's trust.

BACKGROUND:

Hospice Care Ottawa's Donor Privacy Policy is intended to comply with all applicable privacy law in Ontario, including the laws of Canada that apply in Ontario to Hospice Care Ottawa. If there is a conflict between the requirements of such law, including the *Freedom of Information and Protection of Privacy Act* (Ontario) and the *Personal Information Protection and Electronic Documents Act* (Canada), and this Policy, the requirements of such law shall prevail.

PROCEDURES:

Definition of Personal Information

- Personal information includes any information about an identifiable individual. Business contact information and certain publicly available information (ie. Information published in a telephone directory) is not considered personal information.

Collection of Personal Information

Hospice Care Ottawa collects personal information of donors for the following purposes:

- To comply with Canada Revenue Agency requirements
- For tax receipting purposes
- To inform donors and other stakeholders about on-going needs and garner continued support
- To respond to information requests about Hospice Care Ottawa

Hospice Care Ottawa does not rent, sell or trade personal information with third parties. Hospice Care Ottawa limits its collection of personal information of its donors to that which is necessary to fulfill the purposes outlined above. Where a donation has been made, Hospice Care Ottawa will collect the method of payment and in some cases, standard credit card information.

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Privacy Practices

Hospice Care Ottawa takes measures to ensure the integrity of the personal information that it obtains. Hospice Care Ottawa strives to maintain physical, electronic and administrative safeguards to protect all information that is collected by the organization. Information can only be accessed by authorized personnel.

Website & Electronic Commerce

Hospice Care Ottawa uses password protocols to protect personal information. For credit card transactions online, Hospice Care Ottawa's practices are consistent with the provisions of the Canadian Code of Practice for Consumer Protection in Electronic Commerce.

Access to Information

Upon request, individuals will be given access to their personal information that is held by Hospice Care Ottawa. Exceptions will be made where the personal information contains references to personal information of other individuals, or where such access may be lawfully withheld.

Hospice Care Ottawa Privacy Officer

Inquiries relating to the Donor Privacy Policy on the treatment of personal information should be directed to Kim Sheldrick, Director, Finance, HR and Facilities, by telephone at (613) 260-2906 Ext. 223 or by email at kim.sheldrick@hospicecareottawa.ca

Responsibility / Accountability: It is the responsibility of the Executive Director and the Manager, Fund Development and Communications and the Privacy Officer to ensure that the Donor Privacy Policy is strictly followed to ensure that Hospice Care Ottawa's philanthropic integrity and legal obligations are maintained.