



Donor Privacy Policy Statement

Hospice Care Ottawa is committed to respecting the privacy of the personal information of its donors. Hospice Care Ottawa is committed to accountability, transparency and to maintaining the public's trust.

Hospice Care Ottawa's **Donor Privacy Policy** complies with all applicable privacy legislation in Canada. The **Donor Privacy Policy** is premised on the ten principles of fair information practice as outlined in the Canadian Standards Association Model Code for the Protection of Personal Information.

Definition of Personal Information

Personal information means information about an identifiable individual. Business contact information and certain publicly available information (i.e. information published in a telephone directory) is not considered personal information.

Collection of Personal Information

Hospice Care Ottawa collects information:

- 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.

Privacy Practices

Hospice Care Ottawa takes measures to ensure the integrity of the 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, Hospice Care Ottawa uses an industry-standard secure server.

Access to Information

Upon request, individuals can be given access to their personal information. Exceptions are made where information contains references to other individual(s), for legal or other reasons.

Opting Out

Hospice Care Ottawa offers the opportunity for individuals to opt not to have their information shared for reasons beyond the reason for which it was collected. Opt-out information is included on all Hospice Care Ottawa fund development and communications material.

Updates to Hospice Care Ottawa Donor Privacy Policy

Hospice Care Ottawa may periodically conduct reviews of the **Donor Privacy Policy** with a goal of maintaining and improving its effectiveness, and complying with on-going legislation.

Donor Privacy Officer:

Kim Sheldrick
Director – Finance, HR & Facilities
Hospice Care Ottawa