

Policy Number:	P2.B.5		
File Path:	S:\Admin\PoliciesAndProcedures\2. Administration\2.B Fund Development		
Performed By:	Fund Development & Communications		
Approved By:	Senior Leadership Team		
Date 1st Approved:	9-Aug-18		
Date(s) Reviewed:	5-Nov-21	14-Feb-22	2-Feb-23
	Click to enter the date the policy was first approved.	Click to enter the date the policy was first approved.	Click to enter the date the policy was first approved.

POLICY:

Hospice Care Ottawa (HCO) 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:

HCO'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 HCO. 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/GUIDELINES:

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

HCO 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.

HCO does not rent, sell or trade personal information with third parties. HCO 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, HCO will collect the method of payment and in some cases, standard credit card information.

Privacy Practices

HCO takes measures to ensure the integrity of the personal information that it obtains. HCO 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

HCO uses password protocols to protect personal information. For credit card transactions online, HCO'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 HCO. 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 Rhiannon Dufay, Project Coordinator, by telephone at (613) 260-2906 Ext. 233 or by email at rhiannon.dufay@hospicecareottawa.ca

Responsibility/Accountability

It is the responsibility of the Executive Director and the Director, Fund Development and Communications and the Privacy Officer to ensure that the Donor Privacy Policy is strictly followed to ensure that HCO's philanthropic integrity and legal obligations are maintained. It is the responsibility of the Fund Development Committee of the Board to review this Policy every two years.