



DONOR PRIVACY

The Calgary Women's Emergency Shelter is committed to protecting the privacy of any and all persons involved with our organization, including donor information, and follows legislation as defined in the Personal Information Protection and Electronic Documents Act (PIPEDA). This act, in addition to the Calgary Women's Emergency Shelter's core principles and values, ensures that personal information is treated carefully, confidentially and only for the purposes for which it is collected. We believe that our donor's trust in the Calgary Women's Emergency Shelter is to be treated with reciprocity and therefore, to maintain our donor's support, we ensure that we are accountable and transparent with the manner in which donor information is utilized, stored and shared.

The Calgary Women's Emergency Shelter has a broad scope of donor involvement. Our organization gratefully accepts individual and corporate donations as well as scheduling events and annual fundraising campaigns. Additional information regarding the Calgary Women's Emergency Shelter's fundraising activities can be found on our website at: <https://www.calgarywomensshelter.com/index.php/give>

Personal Information:

Personal Information collected from donors is defined by the Calgary Women's Emergency Shelter as any information that is not publicly accessible (ie. telephone directory, internet, etc.) which could be used to recognize, distinguish and/or otherwise identify a specific individual. Any information that is provided to our organization that is otherwise non-accessible through public means, is held in the strictest confidence and is not shared, sold or provided to third parties. All donors are assured that the Calgary Women's Emergency Shelter will only collect personal information needed for specific purposes related to donor activity.

Access to Personal Information:

Any information provided by donors and held by the Calgary Women's Emergency Shelter is limited in access by employees of the organization. In order to ensure that information is secure, our organization only permits access to donor information by authorized individuals who have valid rationale to access the information. Any employees with access to donor information are required to sign an Oath of Confidentiality and to abide by all privacy and confidentiality policies and all relevant privacy legislation (PIPEDA).

Consent to Collect, Use and Disclose Personal Information:

The Calgary Women's Emergency Shelter will request consent of the donor prior to collecting, using or disclosing of personal information. Consent provided to the Calgary Women's Emergency Shelter may be in the form of writing, verbally or implied consent. More specifically, our organization may use, capture or disclose information related to fundraising campaigns for the purposes of:

- Recognizing and honoring the donor's support and contributions;
- Request for future financial or gift-in-kind support;
- Process the current donation;
- Provide information, literature or events as it relates to the Calgary Women's Emergency Shelter;
- Invitations to occasions, information sessions or other relevant events;
- Response to requests for information from the community or donors;
- Other circumstances where legal or regulatory requirements apply (ie. audit)

All personal information is gathered directly from the donor unless consent is provided to gather information from a third party. Additionally, any consent provided by the donor is required to be voluntary and without coercion only after being fully informed as to the reason for collecting the information.



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Accuracy of Personal Information:

The Calgary Women's Emergency Shelter is committed to maintaining complete, accurate and current information of our donors. Due to the extensive list of donors, our organization relies on information updates specifically from the donor. Should a donor wish to access their information, a request can be made to change or modify information provided previously to our Fund Development department. Initial requests can be made through: info@cwes.ca or through 403.213.5168.

Limitations and Retention of Personal Information:

Privacy legislation permits the Calgary Women's Emergency Shelter to retain information for the duration of the purposes for which it was collected. Because our fundraising campaigns and activities occur on an annual basis and we continually rely on the generosity of our personal and corporate donors, personal information collected may be maintained for an indefinite period of time. Financial information (ie. credit cards) will only be retained as specifically permitted by the donor as it relates to single donation or ongoing donation.

Because personal information is gathered by consent, the Calgary Women's Emergency Shelter is bound ethically and by standards in ensuring the right of all persons to revoke consent at any time. Donors are assured that should a request be submitted to our organization to cease the collection, use or disclosure of personal information, it will be honored and done so immediately. The Calgary Women's Emergency Shelter will assume the consent of the donor to continue and use for the purposes intended until such time that the consent is revoked.

Protection and Destruction of Personal Information:

In accordance with presiding privacy legislation, all personal information of donors is safe-guarded to ensure that there is no unauthorized access, disclosure, use, modification, loss or theft. Any information that is maintained in hard-copy is secured by a lock mechanism in which only authorized individuals have access. All electronic information related to donor's personal information is maintained through password protected access with secure firewalls, anti-virus protection and consistent back-ups.

Depending upon the method in which information is maintained (electronic or hardcopy), destruction protocols align with legislation and best practice. All hardcopy information will be shredded by the organization or a bonded security company contracted by our organization. Any electronic information will be archived and not available for use to the organization and can only be accessed by the Executive Director on an as-needed basis (ie. to resurrect donor involvement).

Registering Complaints:

Any concerns or complaints from persons involved with the Calgary Women's Emergency Shelter are taken seriously and will be investigated. Donor complaints specific to privacy or use of personal information may be registered through our Fund Development department or through our Executive Director. Should the complaint not be resolved, the donor can escalate the concern through our Board of Directors or alternately through the Office of the Privacy Commissioner of Canada (www.priv.gc.ca).