

## **Kinark Foundation** **Privacy Policy**

The Kinark Foundation (“the Foundation”) is committed to the protection of personal information. Accordingly, the Foundation adheres to the privacy principles, and accompanying commentary, set out below. “Personal Information”, as used in this Policy, means information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

### **Principle 1: Accountability**

At the Kinark Foundation, maintaining the privacy and confidentiality of personal information is paramount. We ensure the proper collection, use and disclosure of donor, staff and volunteer personal information and commit to transparency in our practices regarding donation processing and donor communications. The Kinark Foundation follows all provincial and federal privacy legislation.

#### **What kind of Personal Information is collected from donors?**

This information typically includes the name and address of donors and, in some instances, may also include the telephone number, fax number and/or email address of the donor. It also includes amount of donation and method of payment (e.g. cheque, credit card number). For credit card donations, we do not store the credit card number for use beyond the transaction for which it was provided. When a donation is made to the Kinark Foundation, all personal information about the donor is kept on our secure, password protected electronic fundraising database which can only be accessed by designated staff. Additionally, hard copy records of donations, charitable donation receipts and letters of acknowledgement are kept in a secure area in our office which can only be accessed by designated staff.

The Kinark Foundation currently accepts online donations through its website using a service provided by CanadaHelps. The same degree of security and protection of private information outlined in this document will be conferred to donor information collected by CanadaHelps.

#### **Who has access to the Personal Information collected?**

The Executive Director and designated fundraising and administrative staff will have access to personal donor information. The Board of Directors or designated fundraising volunteers may be granted limited access.

In the case of Kinark Child and Family Services employees making donations through payroll deduction, Kinark’s payroll officer and payroll company will have access to that information. Kinark’s payroll officer also provides a monthly report to the Kinark Foundation Executive Director with respect to payroll deductions in order that charitable donation receipts and acknowledgement letters may be processed.

### **Principle 2: Identifying Purposes**

#### **How is donor Personal Information used?**

Personal information related to donors is used:

- To issue charitable donation receipts and to acknowledge donations
- To share information with respect to events, activities, and programs that may be of interest to donors
- For future fundraising purposes

### **Principle 3: Consent**

The way in which we seek consent, including whether it is express or implied, may vary depending upon the sensitivity of the information and the reasonable expectations of the individual. An individual can withdraw consent at any time, subject to legal restrictions and reasonable notice. We will inform individuals of any implications of withdrawing consent.

Provision of consent to publish names in the Kinark Foundation Annual Report will generally be considered implied at the time the donation is made or will be secured at the time of mailing of the charitable donation receipt.

For purposes of acknowledgment and/or public relations, the Kinark Foundation may wish to contact the media to describe a particular fundraising activity or donation. The consent of any involved donors will always be secured prior to any media contact being made.

If at any time a donor wishes to have his/her name removed from mailing lists to receive additional fundraising requests and/or information on the Kinark Foundation and related activities, they may contact the Kinark Foundation office at 905-944-7086 or send their request in writing to Kinark Foundation – Donations Department, 500 Hood Road, Suite 200, Markham, Ontario L3R 9Z3.

### **Principle 4: Limiting Collection of Personal Information**

Our collection of Personal Information shall be limited to that which is necessary for the purposes identified by us. We collect Personal Information by fair and lawful means.

### **Principle 5: Limiting Use, Disclosure, and Retention**

Personal Information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. The Foundation keeps records with respect to donations and fundraising activity indefinitely for purposes of its ongoing fundraising activities and to meet Canada Revenue Agency (CRA) requirements.

### **Does the Kinark Foundation share Personal Information?**

We do not release information on our donors without their consent. The Kinark Foundation does not sell donor lists and will seek donors' consent prior to exchanging, renting, or sharing its donor list with other organizations. By means of acknowledgement, the Foundation publishes the names of all donors and supporters in an Annual Report which is released in hard copy and electronically on our website. Other than names, no additional identifying information is used in the annual report such as address and specific donation amount; however names of donors may be categorized into donation levels. A donor's request to remain anonymous will be respected.

### **Principle 6: Accuracy**

We will use our best efforts to ensure that Personal Information is accurate, complete, and up-to-date.

### **Principle 7: Safeguards**

As part of its fundraising strategy, the Kinark Foundation may from time to time make donation requests to staff, volunteers, consultants, business partners and suppliers of Kinark Foundation and Kinark Child and Family Services. Only names, mailing addresses and/or email addresses are provided for this purpose. Any such relationships with the Kinark Foundation or Kinark Child and Family Services will not be affected if an individual decides not to make a donation or chooses to have his/her name or company's name removed from our mailing list.

**Principle 8: Openness**

We will make information about our policies and procedures respecting Personal Information readily available to individuals. The information we will make available includes how to gain access to Personal Information, the type of Personal Information held by us and a general description of its use, general information concerning our policies respecting Personal Information, and how to contact the person designated to be responsible for our privacy compliance.

**Principle 9: Individual Access**

Donors have the right to see their own donor record and to challenge its accuracy. The Kinark Foundation will attempt to ensure accuracy of all personal information held but asks that you contact us in writing with any updated information on your mailing address, telephone number, etc.

**Principle 10: Challenging Compliance**

Any individual can address a challenge concerning our compliance with any of these privacy principles to the person designated to be responsible for our privacy compliance. We will investigate all written complaints. If we find a complaint to be justified, we will take all appropriate measures including, if necessary, amending our policies and practices. An individual is encouraged to use our internal resolution process to resolve a complaint by contacting our Privacy Officer. However, an individual may also seek advice by contacting the Office of the Privacy Commissioner of Canada's Investigations Branch during business hours by calling 613-995-8210, or toll free 1-800-282-1376

If you have any questions or concerns about how we collect, use or share your personal information, please direct them to the attention of:

Kinark Foundation  
Attention: Privacy Officer  
500 Hood Road, Suite 200  
Markham, ON L3R 9Z3  
Tel: 905-944-7086 or 1-800-230-8533