



Privacy Policy

Protecting the privacy and confidentiality of personal information is an important aspect of the way the Downtown Mission of Windsor conducts its operations. Collecting, using, and disclosing personal information appropriately, responsibly, and ethically is fundamental to our daily operations.

We strive to protect and respect personal information of clients, volunteers, donors, customers, employees, +and so on in accordance with all applicable statutory requirements. All employees must abide by the procedures and practices set out below while handling personal information.

The Downtown Mission of Windsor is committed to protecting and respecting the personal information of its clients, employees, volunteers, and all other entities it interacts with in accordance with PIPEDA.

Guidelines

This policy outlines the Downtown Mission's commitment to privacy and establishes the methods by which privacy is ensured. This policy applies to all personal information in the organization's care, custody, and control.

Personal information is any factual or subjective identifying information about an individual or group of individuals. This can include name, date of birth, address, income, e-mail address, social insurance number, gender, evaluations, credit records, and so forth.

Consent occurs and is considered obtained by the Downtown Mission when an individual provides express consent orally, in writing, or through an applicable online action. Before being asked to provide consent, individuals will be provided with the reasons their personal information is being collected, how it will be used and stored, and any disclosure or possible disclosure of the information.

Implied consent is granted by the individual where consent may reasonably be inferred from the action or inaction of the individual. Where possible, this should always be followed up by a Downtown Mission of Windsor staff or volunteer to obtain express consent.

The Downtown Mission collects and uses personal information solely for the purpose of conducting its operations. The organization hereby asserts that personal information may only be used for the following purposes:

- Thank-you for donor support
- Administer your donation
- Asking for ongoing support
- Become more knowledgeable about our donors
- Respond to information requests
- Distribution of current information on our programs
- Invitations to recognition or information sessions
- Enrolling a client in a program or service
- Comply with legal or regulatory requirements

Policy Statements

The Downtown Mission assumes full accountability for the personal information within its possession and control. The company has appointed the Executive Assistant as custodian of all privacy matters and legal compliance with privacy laws.

While conducting operations, the Downtown Mission may have to obtain personal information directly from the individual to whom the information belongs. Individuals whose personal information is being collected are at all times entitled to know how the organization uses their personal information and that the use of any personal information collected is limited to only what is needed for those stated purposes. If necessary, the Downtown Mission will obtain individual consent if personal information is to be used for any other purpose.

The organization will not use that information without the consent of the individual.

The Downtown Mission will retain personal information only for the duration it is needed for conducting its business and ensuring statutory compliance. Once personal information is no longer required, it will be destroyed promptly, safely, and securely including shredding paper records and permanently deleting electronic records. However, certain laws may require that certain personal information be kept for a specified amount of time. Where this is the case, the law will supersede this policy.

The Downtown Mission will take every reasonable precaution to protect personal information with appropriate security measures, physical safeguards, and electronic precautions. The organization maintains personal information through a combination of paper and electronic files. Where required by legislation or disaster recovery or business continuity policies, older records may be stored in a secure, offsite location.

The Downtown Mission will ensure:

- Access to personal information is authorized only for the employees and other agents of the organization who require the information to perform their job duties, and to those otherwise authorized by law;
- The organization's computer network systems and databases are secured by complex passwords and firewalls to which only authorized individuals may access;
- Active physical files are kept in locked filing cabinets;
- Routers and servers connected to the Internet are protected by a firewall, and are further protected against virus attacks or "snooping" by sufficient software solutions;
- Personal information is not transferred to employees, volunteers, student placements, or any other person in the company unless authorized.

The Downtown Mission website will include our privacy policy and disclose our personal information practices. Individuals adding data into the web site will be notified about:

- Personally identifiable information about the individual that is collected from the website or through affiliate sites;
- Information about the organization collecting the data;
- How the data will be used;
- To whom the data may or may not be disclosed;
- What options are available to the individual regarding the collection, use, and disclosure of personal information;
- The information technology security procedures in place that protect against the destruction, loss, theft, alteration, or misuse of personal information under the organization's possession and control; and
- How the individual may access and correct any inaccuracies in their personal information.

In addition, the Downtown Mission will explain that we may share compiled demographic information with its partners, but no personal information that can identify any individual person will be disclosed. While IP addresses will be logged in order to administer the site, track visitor movement, and gather demographic information, but these IP addresses will not be linked to any personally identifiable information. Any registration or order form asking site visitors to enter personal or financial information will be protected by SSL encryption. Site visitors may opt out of having their personal information used at the point where the information is gathered.

In most instances, the Downtown Mission will grant individuals access to personal information in the care, custody, and control of the organization upon presentation of a written request and satisfactory identification. If an individual finds errors of fact with their personal information, they should notify the Downtown Mission as soon as possible to make the appropriate corrections.

Downtown Mission of Windsor may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:

- The collection is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- The personal information was produced by the individual in the course of their employment, business, or profession, and the collection is consistent with the purposes for which the information was provided;
- The collection is made for the purpose of making a disclosure required by law; or
- Any other reason as defined in applicable legislation

Any questions or concerns regarding this policy can be addressed by contacting Downtown Mission of Windsor at 519-973-5573: info@downtownmission.com or www.downtownmission.com The organization will investigate and respond to concerns about any aspect of the handling of personal information. This organization will address concerns to the best of its abilities.

You may register a privacy related complaint by contacting us at info@downtownmission.com. We will investigate all complaints. If a complaint identifies that we are not in compliance we will remedy this in a timely fashion.

If you wish to opt out of any future contact with the Downtown Mission, please contact us at info@downtownmission.com