

# Hope Restored International

## Donor Personal Information Protection Policy

Hope Restored International is committed to safeguarding the personal information entrusted to us by our donors. We manage donors personal information in accordance with Alberta's *Personal Information Protection Act* and other applicable laws. This policy outlines the principles and practices we follow in protecting donor personal information.

This policy applies to Hope Restored International and to any person providing services on our behalf. A copy of this policy is provided to any donor on request.

### What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

### What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our donors, including personal information needed to:

- deliver requested products and services
- send out tax receipts
- send out association membership information

We normally collect donor personal information directly from our donors. We may collect donor information from other persons with donor consent or as authorized by law.

We inform our donors, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we do not provide this notification is when a donor volunteers information for an obvious purpose (for example, producing a credit card to make a donation when the information will be used only to process the payment).

### Consent

We ask for consent to collect, use donor personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume donor consent in cases where information is volunteered for an obvious purpose.

We assume donor consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

We ask for donor express consent for some purposes and may not be able to provide certain services if a donor is unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask donors to provide their consent orally (in person, by telephone), or in writing (by signing a consent form).

In cases that do not involve sensitive personal information, we may rely on "opt-out" consent. In all cases, we do not disclose donor contact information to other organizations.

A donor may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect their decision, but

we may not be able to provide them with certain products and services if we do not have the necessary personal information.

We may collect, use or disclose donor personal information without consent only as authorized by law. For example, we may not ask for consent when disclosing information regarding donors to the government authorities when requested, and required by law.

#### **How do we use and disclose personal information?**

We use and disclose donor personal information only for the purpose for which the information was collected, except as authorized by law. For example, we may use donor contact information to process donations

If we wish to use or disclose donor personal information for any new business purpose, we will ask for donor consent. We may not seek consent if the law allows this (e.g. the law allows organizations to use personal information without consent for the purpose of collecting a debt).

#### **How do we safeguard personal information?**

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If an individual is aware of an error in our information about themselves, Hope Restored International will correct it on request wherever possible. In some cases we may ask for a written request for correction.

Hope Restored International protects personal information in a manner appropriate for the sensitivity of the information. Hope Restored International makes every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

Hope Restored International will use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records, except when required by law to retain said information.

We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

#### **Access to records containing personal information**

Individuals have a right to access their own personal information in a record that is in the custody or under the control of Hope Restored International, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide the remainder of the record.

An individual may make a request for access to their personal information by writing to Royce and/or Laurel Schmitke. They must provide sufficient information in their request to allow Hope Restored International to identify the information they are seeking.

An individual may also request information about Hope Restored International's use of their personal information and any disclosure of that information to persons outside the organization. In addition, an individual may request a correction of an error or omission in their personal information.

Hope Restored International will respond to a request within 45 calendar days, unless an extension is granted. Hope Restored International may charge a reasonable fee to provide information, but not to make a correction. Hope Restored International does not charge fees when the request is for personal employee information. Hope Restored International will advise an individual of any fees that may apply before beginning to process a request.

### **Questions and complaints**

If an individual has a question or concern about any collection, use or disclosure of personal information by Hope Restored International, or about a request for access to their own personal information, please contact Royce and/or Laurel Schmitke.

If an individual is not satisfied with the response they receive, they should contact the Information and Privacy Commissioner of Alberta:

Office of the Information and Privacy Commissioner of Alberta  
Suite 2460, 801 - 6 Avenue, SW  
Calgary, Alberta T2P 3W2  
Phone: 403-297-2728                      Toll Free: 1-888-878-4044  
Email: [generalinfo@oipc.ab.ca](mailto:generalinfo@oipc.ab.ca)              Website: [www.oipc.ab.ca](http://www.oipc.ab.ca)