



## **Privacy Policy**

### **Our Respect for Your Privacy**

We recognize your right to confidentiality and pledge to protect your privacy. We are members of and adhere to the privacy guidelines of Imagine Canada.

This notice explains our information practices.

We only collect personally identifying information about donors, volunteers or other persons interacting with us when knowingly provided by them.

Personally identifiable information will not be sold or otherwise transferred to third parties without the prior consent of the donor, volunteer or other person interacting with us.

### **Your Acceptance**

By providing such information you are accepting the practices described in this Notice.

### **Information We Collect and How We Use It**

The personally identifiable information we may collect would consist of first and last name, street address, city, province, postal code, telephone number, e-mail address and subject of inquiry (e.g. volunteering, contributions or information requests).

In the case of contributions, we also collect:

- a) Method of payment and amount of the contribution.
- b) We process standard credit card information (card number, card type, expiration date). Processing, when done electronically, is done via a secure, encrypted website.
- c) In the case of memorial and in-honour contributions, a personalized gift card is sent to a designated recipient. Therefore, we will request the name, address, city, province, postal code, e-mail address and telephone number of your designating gift card recipient. This information is only used for the purpose of sending the card.

Foundation staff may contact you with further communications.

## **Safe Keeping of Information**

We maintain records of all contributions made to us and all volunteer activity.

To prevent unauthorized access, maintain data accuracy and ensure the correct use of information, we strive to maintain physical, electronic and administrative safeguards to secure the information we collect. All information is accessible only by authorized staff.

If you wish to restrict the use of your contact information, please let us know by one of the following methods:

- a) telephone: (519) 432-8564 or 1-888-834-2496
- b) e-mail: [chf@childhealth.ca](mailto:chf@childhealth.ca)
- c) regular mail: Children's Health Foundation, c/o President and CEO  
345 Westminster Ave, London, ON N6C 4V3

## **If You Wish To See or Change Your Information**

The Foundation endeavors to maintain up-to-date information records. Should you wish to review the information we have for you, change the information or ask us to remove your information from our records (please remember that we may be required, by certain laws, to maintain records for taxation purposes) you may contact us through our President and CEO, at the address noted above, who will ensure that your request is dealt with in the proper manner.

## **We May Change Our Privacy Policy**

We reserve the right to change our privacy policy. Our privacy policy will be kept up to date. To view the current version, you may visit our Web Site [www.childhealth.ca](http://www.childhealth.ca). If you do not have access to the Internet, please contact us in writing, ensuring that we have a correct return address and we will forward to you a copy of our current policy.

## **Complaints**

CHF will respond promptly to a complaint by a donor or prospective donor about any matter that concerns the Foundation. Where a complaint cannot be easily resolved, it should be escalated to the Director of Finance, David Ramsdale ([dramsdale@childhealth.ca](mailto:dramsdale@childhealth.ca) 519-432-8062 x1444).

Complainants will be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.