
Introduction

A registered Canadian charity, Children's Health Foundation (the "Foundation") solicits and accepts donations on its own behalf and on behalf of its Partner Organizations. In all its practices, the Foundation strives for the highest of standards to ensure a positive organizational culture and environment. Staff and volunteers are expected to comply with all applicable laws. This statement explains our information practices.

Our Respect for Your Privacy

Children's Health Foundation recognizes your right to confidentiality and pledges to protect your privacy. We are committed to building excellence, transparency, and accountability in all areas, including governance, finances, fundraising, staff management and volunteer involvement.

We adhere to the Association of Fundraising Professionals (AFP) Code of Ethical Standards and Donor Bill of Rights.

We only collect personally identifying information about donors, volunteers or other people 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 Consent

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

Information We Collect and How We Use It

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 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 and is not kept on file by the Foundation.
- c) In the case of memorial and in-honour contributions, a personalized gift card may be sent to a designated recipient. Therefore, we will request the name, address, city, province, postal code, e-mail address and telephone number of your designated gift card recipient. This information is only used for the purpose of sending the card.

Foundation staff may contact you with further communications.

Security 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:

Telephone: (519) 432-8564
1-888-834-2496
Email: chf@childhealth.ca

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 you may contact us through our CEO, at the address noted above, who will ensure your request is dealt with in the proper manner. **Please remember we may be required, by law, to maintain records for taxation purposes.**

We May Change Our Privacy Policy

We reserve the right to revise our privacy policy.

A copy of our current policy will be available on our Web Site www.childhealth.ca and/or will be sent in writing, if requested.

Complaints

The Foundation will respond promptly to all complaints about any matter that concerns the Foundation. If the initial complaint is not resolved to the complainant's satisfaction, within 5 business days, it will be escalated to the Vice President, Finance, David Ramsdale (548) 388-1444 or dramsdale@childhealth.ca. We endeavour to resolve all complaints to the satisfaction of the complainant within a month of receipt.

Review

The contents of, and compliance with, this policy will be reviewed at least every 3 years.

Corresponding Documentation

AFP Code of Ethical Standards

CHF Conflict of Interest Policy

AFP Donor Bill of Rights

CHF Complaints Policy & Procedures

CHF Guiding Principles

CHF Fundraising Policy & Procedures

CHF Confidentiality Agreement