



*Updated: August 2021*

## **War Child Privacy & Confidentiality Policy**

### **Policy Statement**

War Child Canada is committed to protecting the privacy of all of our stakeholders, including our donors, volunteers, beneficiaries, and employees, through compliance with this policy. We value the trust of our stakeholders, and we commit to being clear, transparent, and accountable when dealing with the confidential information that is shared with us.

This policy describes how we collect, use, disclose, and protect the personal information of our stakeholders ("you"), describes the types of information we may collect from you or that you may provide when you interact with us, and our practices for collecting, using, maintaining, protecting, and disclosing that information.

War Child Canada adheres to the [guidelines and Code of Ethics and Professional Practices of the Association of Fundraising Professionals](#) (AFP), and the [guidelines of the Canada Revenue Agency](#) (CRA).

This policy is governed by War Child Canada's Board of Directors and is reviewed annually and revised as required.

Please read this policy carefully to understand our policies and practices for collecting, processing, and storing your information. By accessing or using our Website, social media and/or donation platforms, you indicate that you understand, accept, and consent to the practices described in this policy. This policy may change from time to time.

### **Administrative Guidelines**

War Child Canada believes it is important that donors know why personal information is collected, how it is used, secured, and protected, and how one can access your personal information.

At War Child Canada, we collect basic information about prospects and donors in order to properly fulfill our commitment to donors in terms of recognition, communication, and complimentary publications. Some of these communications may include newsletters, invitations to cultivation, stewardship or program events, personal volunteer opportunities, email blasts, direct mail or opportunities to support War Child Canada through financial contributions.



## **Privacy & Confidentiality Practices**

War Child Canada commits to taking all reasonable measures to ensure the accuracy and integrity of donor, volunteer, and prospect information. These relationships and contributions are valued and we do not sell or rent personal information.

Overall, we collect personally identifying information, for example, name, address, telephone number, email address, etc., about War Child Canada prospects and donors or website users when knowingly provided by them to War Child Canada. When people choose to make a donation to War Child Canada, specific information is collected for the appropriate issuance of a charitable receipt. For example, first and last name, mailing address, telephone number, donation type, donation amount, payment information, and specific donation designation requests.

Donors' financial information is retained by War Child Canada for disclosure only to the Canada Revenue Agency (CRA) and other regulatory agencies as required by law.

## **How We Keep Your Information Secure**

War Child Canada has implemented electronic and manual security procedures in an effort to protect against the loss, misuse, or alteration of the personal information of donors, volunteers, and prospects. Information is stored in a secure database with restricted password access only. The server is firewall protected and access to information is available to only authorized staff whose responsibility and accountability is the management of donor relations, and who are bound by a code of conduct and confidentiality agreement.

Your online donations to War Child Canada are processed through our website and/or a third party provider with which War Child Canada entered into a contract governed by privacy policies, as well as the security and privacy policies of the provider and in compliance with the Freedom of Information and Protection of Privacy Act and its procedures. War Child Canada operates within the standards of practice for e-donations as articulated by the Association of Fundraising Professionals (AFP).

Unfortunately, the transmission of information via digital means is not completely secure. Despite this, we will take all reasonable measures to protect your personal information.

## **How does the War Child Canada use Personal Information?**

Personal information is used for the purpose of communication, feedback, and the solicitation and recording of ongoing support to War Child Canada. Other ways your information may be used:

- To uniquely identify your record in the database and accurately reflect your contact and communication preferences.
- To communicate about War Child Canada programs.



- To improve the quality and efficiency of the organization's operations.
- To support War Child Canada funding goals for programs and annual fund activities by soliciting feedback on past success.
- To guide the development of new features or services based on your preferences and patterns for support.
- To request financial support for the continuous development and improvement of programs and opportunities at War Child Canada.

To change or modify your personal information please email us at [info@warchild.ca](mailto:info@warchild.ca), call us at 416-971-7474, and/or write us at War Child Canada, 67 Mowat Avenue, Suite 405, Toronto, ON M6K 3E3.

### **Your Options Regarding Future Contact with War Child Canada**

War Child Canada may contact volunteers, donors, event participants, and those who have explicitly indicated interest in our work with further information on a variety of topics. You may be contacted by mail, telephone, email, or through social media. Periodic communications about our programs, upcoming events, appeals, and activities may be sent to you.

If you wish to be contacted with regard to specific information or program area, in a particular method (mail or email) or do not wish to be contacted at all, we will honour your request. Simply contact War Child Canada at [info@warchild.ca](mailto:info@warchild.ca). All requests will be processed within 10 working days of receipt of your request.

We provide an opportunity for any user to unsubscribe from our email communications on an ongoing basis by using the unsubscribe mechanism at the bottom of our e-mails.

### **Confidentiality Warning & Links to Other Websites**

War Child Canada may, from time to time, link to other websites not under its control. War Child Canada is not responsible for the contents of any linked website, any link contained in a linked website, or any changes or updates to such websites. Once linked to another site, you are subject to the privacy and security policies of that website. We do not control these third-party websites, and we encourage you to read the privacy policy of every website you visit.

### **Reviewing our Privacy Policy**

War Child Canada regularly reviews its privacy and confidentiality practices, and updates our policy and procedures when necessary. Please check our website for our most recent policy.



## **Information We Collect Through Cookies and Other Automatic Data Collection Technologies**

As you navigate through and interact with our website and/or online platforms, we may use cookies or other automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our website, including traffic data, location data, logs, and other communication data, and the resources that you access and use on the website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

We may also use these technologies to collect information about your online activities over time and across third-party websites or other online services. The information we collect automatically is statistical data and generally does not include personal information, and we may maintain it or associate it with personal information we collect in other ways that you provide to us, or receive from third parties. It helps us to improve our website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website.
- **Web Beacons.** Pages of our website [and our e-mails] may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or [opened an email] and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).



[www.warchild.ca](http://www.warchild.ca)

### **Contact Information**

Questions, concerns, or feedback relating to War Child Canada's Privacy & Confidentiality Policy, or the treatment of personal information should be made to Elliot Pobjoy at 1 (866) 927-2445 or [elliott@warchild.ca](mailto:elliott@warchild.ca).