

L'Arche Calgary Donor Privacy Policy

L'Arche Calgary is committed to protecting donor privacy in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Canada's anti-spam legislation (CASL), and the Personal Information Protection Act (PIPA). We collect, use, and disclose personal information responsibly and transparently.

Accountability: L'Arche Calgary, its officers, volunteers, and employees are responsible for safeguarding personal information through strict policies, ensuring it is used only for L'Arche Calgary purposes.

Information Collection: L'Arche Calgary collects only necessary personal information for identified purposes and retain it only as long as needed or as required by law.

Consent: We collect and use personal information with donor consent, which can be withdrawn at any time. Consent can be given in writing, verbally, electronically, or implied through actions like donations. Donors can opt out of communications by contacting office@larchecalgary.org or calling **403-571-0155**.

Use: Personal information is collected lawfully and fairly for:

- Administering donations
- Thanking and recognizing donors
- Inviting donors to events
- Sending reports and updates
- Responding to information requests
- Understanding our donor base

Accuracy: We strive to keep personal information accurate, complete, and up to date. Donors can request corrections if necessary.

Safeguards: We protect personal information against loss, theft, and unauthorized access or disclosure through locked cabinets and password-protected databases. We do not trade, share, or sell donor information to other organizations for marketing purposes. L'Arche Calgary will maintain master records of donor information securely and will track those who have opted out of specific uses, ensuring these preferences are respected. If a donor opts out of certain uses, their information will still be responsibly maintained and not disclosed without their consent. Online donations are processed through secure platforms like Canadahelps.org, ensuring data protection.

Access: Donors can request access to their personal information and understand how it is used. We adhere to the Association of Fundraising Professionals Donor Bill of Rights.

Third-Party Service Providers: All third-party service providers handling donations must comply with L'Arche Calgary's privacy standards.

Data Breach Protocol: In the event of a data breach, affected donors will be notified promptly, and appropriate measures will be taken to mitigate any potential harm.

Donor Preferences: Donors can update their communication preferences at any time by contacting us. We respect the wish of donors to remain anonymous.

This policy is reviewed regularly to ensure compliance with CASL, PIPEDA, PIPA and other privacy laws. For more information, please contact us at office@larchecalgary.org or 403-571-0155.

A DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising Professionals (AFP)



Association for Healthcare Philanthropy (AHP)



Council for Advancement and Support of Education (CASE)



Giving Institute: Leading Consultants to Non-Profits

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

I

To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

II

To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.