

# COMMUNITY FOUNDATION OF OTTAWA

## POLICY

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### POLICY: PRIVACY

#### Statement

The Community Foundation of Ottawa (CFO) is committed to protecting the privacy of the personal information of its donors, employees, volunteers and other stakeholders. We value the trust of all our stakeholders and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that is shared with us. It is our policy to control the collection, use, and disclosure of personal information in accordance with all requirements set out in the Personal Information Protection and Electronic Documents Act (PIPEDA).

During the course of our work, we gather and use personal information. Anyone from whom we collect such information has a right to expect that it will be carefully protected. Our privacy practices are designed to provide this assurance. The Director, Finance and Administration is the Chief Privacy Officer and is accountable for the protection of individuals' privacy.

In our annual report each year, we report the name and type of each of our individual funds. Anonymity is available as requested. We also, with full consent, publish specific details and stories about our donors, funds and grants.

#### What is Considered Personal Information?

Personal information is any information that can be used to distinguish, identify or contact a specific individual, such as an individual's name, address, birth date, email address and phone number. Personally identifiable information will not be rented, sold or shared with any third party

#### Our Privacy Practices

Personal information gathered by CFO is kept in confidence. CFO staff is authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Personal information will only be collected and used for authorized activities of CFO. We take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed. We collect and use personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances.

We will abide by the following privacy principles as defined by PIPEDA.

### **Accountability**

Community Foundation of Ottawa has appointed the Director, Finance and Administration as Chief Privacy Officer (CPO). CFO stakeholders will be provided with information as to how to contact the CPO with questions or complaints about privacy matters.

### **Identifying Purposes**

The purposes for which personal information is collected by CFO will be clearly identified, and the information collected will be confined to that which is reasonably necessary, including employment records, income tax receipting, and fund establishment.

### **Consent**

The knowledge and consent of the individual are required for the collecting, using or disclosing of personal information, except where inappropriate. Permission may be expressed orally, electronically, in writing, or implied.

### **Limiting Collection, Use, Disclosure and Retention**

Personal information will be used by CFO only for the identified purposes for which it was collected. As CFO's business is the stewardship of endowment funds kept in perpetuity, all information collected from a donor may be retained permanently.

CFO is obligated to protect donors' personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Security measures have been integrated into the day-to-day operating practices of CFO

Personal identifiable information will not be rented, sold or shared with any third party. As a regular course of business it may be provided to those parties that provide us with contracted services (such as mail houses, designers, printers) for a specific task. We require these contractors keep personal information secure and confidential.

### **Accuracy**

CFO will take reasonable measures to ensure personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

### **Safeguards**

CFO is obligated to protect donors' personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Security measures have been integrated into the day-to-day operating practices of CFO

### **Openness**

The Community Foundation of Ottawa will make available to individuals and the public its policies and practices relating to the management of personal information.

### **Individual Access**

Upon request, an individual shall be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. CFO encourages all individuals to assist in ensuring the accuracy and completeness of the information and will endeavour to update where appropriate.

### **Provide Recourse**

CFO's Chief Privacy Officer will be available to investigate all complaints, and appropriate measures will be taken by the CPO to correct information handling practices and policies if required.

**EFFECTIVE DATE:** February 14, 2006

**LAST REVISED OR REVIEWED:**

**SUBJECT TO REVIEW:** January 2011