

Privacy Policy

Whether you are a donor, a volunteer, an organization or a community partner, Bissell Centre is committed to conducting business honestly and protecting your privacy.

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Examples of personal information include SIN#, age, marital status, and language. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Where an individual uses his or her home contact information as business contact information as well, Bissell Centre considers that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Bissell Centre requires that your personal information be held in strict confidence. We use your information only for its intended business purpose - we do not sell or trade or give away your information with other organizations or individuals. We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in the circumstances.

Bissell Centre employs policies, procedures and technology to protect the security and confidentiality of your personal information. Within our organization, access to confidential information is limited to those who need it to perform their jobs. We have physical security in our building, restrict access and require passwords to protect our network, applications, files and databases, and we maintain state-of-the-art virus detection software.

We allow access to your information to auditors and other third parties only as mandated by regulatory requirements.

Our privacy promise extends online to our Web site. Online donations and event registration information are transmitted via a secure server using the latest encryption technology.

If you choose to send us e-mail, we may retain the contents of your e-mail message, our reply, and your e-mail address as part of our ongoing customer service efforts. We reserve the right to contact you after you have contacted us and may send future e-mails and/or communications to you about Bissell Centre. You may notify us via e-mail if you wish to discontinue electronic communication.

We keep your personal information as accurate, complete and up to date as is required to fulfill the purpose(s) for which you provided us with your personal information.

Upon request, you have the right to see the personal information we collect and manage about you. A printout of such information will be sent to you after appropriate steps have been taken to verify your identity.

Upon request, we will remove your personal information from our databases, except where legislation or regulation requires our retention of it (for example, charitable giving history tied to income tax receipts).

Contact Information

Questions, concerns or complaints relating to Bissell Centre's Terms of Conditions and/or Privacy Policy should be e-mailed to our Privacy Officer at privacyofficer@bissellcentre.org.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca.