



CASEY HOUSE

## Casey House Foundation Privacy Policy

**To our donors:** Casey House Foundation raises funds in support of Casey House programs. The Foundation may write, call or invite you to events in an effort to raise money to fulfill the mission of Casey House.

Casey House Foundation respects the privacy of our donors. We thank all of our donors for sharing your personal information with us as it allows us to better communicate with you. Please review the following privacy statement for information on how Casey House Foundation collects, utilizes, and safeguards the personal information you provide when making a donation.

Casey House Foundation subscribes to the donor rights outlined in the Association of Fundraising Professionals Donor Bill of Rights.

### Privacy Policy

Casey House Foundation protects the privacy of all of the information that you share with us. The personal information that you provide to Casey House Foundation will be used to provide tax receipts, to contact you regarding your gift, and to keep you informed of other Casey House and Casey House Foundation events.

Casey House maintains a strict policy of honouring donor privacy. Under no circumstances will Casey House share, trade, or sell any of our donor information. Personal information you provide to Casey House may be used to invite you, as a member of our community, to events, inform you of opportunities for involvement and in order to keep you updated and informed through our communications materials (newsletters, etc). In addition, Casey House solicits the financial and volunteer support of its many constituents. The Foundation office keeps records of names, addresses and telephone numbers, along with other personal information that is publicly available or provided through interactions with Casey House staff, volunteers and community members. You have the right to view your file upon request – a reasonable time frame is requested in order to ensure that a Foundation representative is available to review your file with you personally and to address any questions or concerns.

### We protect your information in these ways:

1. We make sure that your information stays private.
2. We take steps to make sure no one steals or loses your information. We also work to make sure no one copies, changes, uses, shares or discards your information unless it is allowed.
3. We take steps to make sure that everyone who performs services for us protects your privacy and only uses your personal information for the purposes you have agreed to.
4. We keep your information as correct and up-to-date as possible. You can see the information we collect about you and your family.
5. We keep your information only for as long as it is needed or as required by law.
6. We will look into any concerns you may have about how we keep your information private.
7. We have someone in charge of looking after the privacy of information.

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**Online donations:** If you are interested in making an online donation to Casey House Foundation, know that we are also committed to protecting your online privacy. Browsers on the Casey House and Casey House Foundation website do so anonymously. While visiting our website, we do not collect email addresses or use "cookies" to track users. "Aggregate information" (number of overall visitors, peak traffic times, most visited sections etc.) is recorded on our website; however, this information is not connected to individual user sessions. When making an online donation, we require the minimum level of personal information to facilitate your donation. An email address is necessary to deliver your official tax receipt. We do our best to keep your information correct and up-to-date. When you choose to make an online donation through the Casey House Foundation website, you will be redirected to a website, managed by an outside supplier.

When donating to Casey House online, you may be requested to provide the following information:

1. Contact information: first and last name, street address, city, province or state, postal or zip code, country, telephone number, e-mail address and other contact information. This information is used to process your donation and provide you with a tax receipt.
2. Credit card information: for donations from any province, our outside provider processes standard credit card information (card number, card type and expiration date) via a secure, 128-bit encrypted Secure Sockets Layer (SSL) session. SSL is the proven standard for secure web transactions. This information is only used to process the payment of your donation. We do not store credit card information.

**In Honour/In Memoriam contributions:** For honorary and memorial donations, a personalized acknowledgement card may be sent to the donor's designated recipient, usually the honouree or family member of the deceased. Casey House Foundation therefore requests the name, address, city, province or state, postal or zip code, country and telephone number for the individual you have designated to receive a Casey House Foundation acknowledgement card. This information is only used for the purpose of sending the acknowledgement card.

**Canada Revenue Agency (CRA) requirements relating to donations:** In order to satisfy the requirements of the Canada Revenue Agency (CRA), Casey House Foundation maintains records of all contributions. All personal information is private and confidential. All information is stored in a secure location accessible only by authorized Foundation staff members who have been trained in dealing with information in accordance with our privacy standards and who have signed a confidentiality agreement. Third parties, vendors and volunteers who act on behalf of Casey House Foundation to assist in our fundraising programs are required to adhere to these privacy standards. A mailing address is required by the Canada Revenue Agency (CRA) on every charitable receipt issued in Canada, both electronic and in print.

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*If you have any questions or concerns regarding Casey House Foundation's Privacy Policy and procedures, please send all requests or correspondence to Casey House Foundation's Privacy Officer at 416.962.4040 ext. 232, or by email at [heart@caseyhouse.on.ca](mailto:heart@caseyhouse.on.ca).*