

ANCASTER COMMUNITY SERVICES PRIVACY POLICY

Our Commitment

Ancaster Community is a community based, volunteer supported, registered charity that offers a variety of services and programs to the residents of Ancaster. ACS is committed to protecting the privacy and the personal information collected by ACS of its clients, customers, volunteers, donors, employees. This privacy policy describes what personal information we collect, and how we collect, use, share, protect and store your personal information. This privacy policy applies to you when you visit our website, sign up for any of our programs, receive our services, or otherwise provide personal information to us.

What is Personal Information?

Personal information means information about an identifiable individual. This includes an individual's name, email address, home address, phone number, marital status, financial information, etc.

Privacy Principles

The ACS privacy policy adheres to the ten (10) privacy principles set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's Personal Information Protection and Electronic Documents Act.

1. Accountability

We are responsible for maintaining and protecting the personal information under our control. We have designated a privacy officer who is responsible for compliance with our privacy policy.

2. Identifying Purposes

We collect, use and disclose personal information to provide you with the product or service you have requested and to offer you additional products and services we believe you might be interested in. The purposes for which we collect personal information, such as for tax receipting purposes, business and program purposes, etc. will be identified before or at the time we collect the information. In certain circumstances, the purposes for which information is collected may be clear, and consent may be implied, such as where your name, address and payment information are provided as part of the order process.

3. Consent

Knowledge and consent are required for the collection, use or disclosure of personal information except where required or permitted by law. Providing us with your personal information is always your choice. However, your decision not to provide certain information may limit our ability to provide you with our products or services. We will not require you to consent to the collection, use, or disclosure of

information as a condition to the supply of a product or service, except as required to be able to supply the product or service. Through online forms, email communication or by telephone, personal information is collected with the express purpose of facilitating the requested service.

4. Limiting Collection

We limit the collection of personal information to what is reasonably required to fulfil the purposes for which it is collected. With your consent, we may collect personal information from you in different ways, including: in person, over the telephone or by corresponding with you via mail, email, or the Internet.

Cookies

Sometimes we may use cookie technology and other similar devices on our website to improve our website's functionality and in some cases, to provide visitors with a customized online experience. A cookie is a small computer file or piece of information that may be stored in your computer's hard drive when you visit our websites.

Cookies are widely used, and most web browsers are configured initially to accept cookies automatically. You may change your Internet browser settings to prevent your computer from accepting cookies or to notify you when you receive a cookie so that you may decline its acceptance. Please note, however, if you disable cookies, you may not experience optimal performance of our website.

5. Limiting Use, Disclosure and Retention

Personal Information may only be used or disclosed for the purpose for which it was collected unless you have otherwise consented, or when it is required or permitted by law. Personal Information will only be retained for the period of time required to fulfill the purpose for which we collected it or as may be required by law.

6. Accuracy

Personal Information will be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used. You may verify the accuracy and completeness of your Personal Information and may request that it be amended, if appropriate.

7. Safeguarding Customer/Client Information

Personal Information will be protected by security safeguards that are appropriate to the sensitivity level of the information. We take all reasonable precautions to protect your Personal Information from any loss or unauthorized use, access or disclosure.

8. Openness

We will make information available to you about our policies and practices with respect to the management of your personal information, requests can be made to our Privacy Officer.

9. Customer/Client Access

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

10. Handling Customer Complaints and Suggestions

You may direct any questions or enquiries with respect to our privacy policy or our practices to our Privacy Officer, by

contacting us by email:

ancastercommunityservices@gmail.com

Phone: (905) 648-6675

or writing to:

Ancaster Community Services

300 Wilson Street East

Ancaster, ON

L9G 2B9

Additional Information

Other Websites

Our website may contain links to other third-party sites that are not governed by this privacy policy. Although we endeavour to only link to sites with high privacy standards, our privacy policy will no longer apply once you leave our website. Additionally, we are not responsible for the privacy practices employed by third party websites. Therefore, we suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.