



## Privacy Policy

### Mealshare Privacy Policy - 2017

The Mealshare privacy policy is a statement / a legal document (in privacy law) that discloses some or all of the ways a party gathers, uses, discloses, and manages a customer or client's data. It fulfills a legal requirement to protect a customer or client's privacy.

### YOUR PRIVACY IS IMPORTANT TO US

Mealshare Aid Society is committed to protecting your privacy. Your privacy is important to you, and to us. That is why we will protect the information you share with us. To protect your privacy, Mealshare Aid Society follows different principles in accordance with worldwide practices for custom privacy and data protection.

- We won't sell or give away your name, mail address, phone number, email address or any other information to anyone
- We'll use security measures to protect your information from unauthorized users

In carrying out our various programs and activities, particularly with respect to raising funds to support our work, we frequently collect, use and disclose personal information. Anyone from whom we collect such information can expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this. Mealshare Aid Society adheres to personal privacy legislation as outlined in the Personal Information Protection and Electronic Documents Act (PIPEDA) and Canada's Anti-Spam Legislation (CASL).

The following Privacy Policy explains how Mealshare Aid Society collects, uses, discloses, and safeguards the personal information of volunteers, donors, members, supporters, and all others who work with us – whether provided to us through a signed registration form; orally in person or over the phone; electronically through a web site.



## WHAT PERSONAL INFORMATION DO WE COLLECT AND WHY?

Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) defines personal information as any information about a specific, identifiable individual, such as name, address, or phone number, but not including the name, title, business address or business phone number of an employee of an organization.

The personal information that we collect, use and disclose – with your express or implied consent – and the reasons why we collect such information are as follows:

- Name, address, phone number – to provide quality, responsive service; to issue donation receipts for income tax purposes; to send thank you communications; and to report and communicate about our program results and how donor financial support is making a difference.
- E-mail address – to communicate program results, funding needs, opportunities to volunteer or to give, special events, and other similar information to donors and other supporters, through cost-effective e-newsletters or permission-based e-mail messages.
- Date of birth – to communicate opportunities to volunteer or to give, special events, and other similar information deemed to be of interest to individuals within certain age groups, and to conduct aggregate demographic analyses of our donors.
- Information related to chequing or credit card accounts – to provide high quality, convenient service in accepting and processing donations.
- Information about relationships, preferences, opinions, and beliefs – to build stronger relationships with our donors, volunteers and other supporters; and to be able to target special requests for volunteer support or fundraising assistance.



## HOW DO WE COLLECT PERSONAL INFORMATION?

We collect personal information about our donors and other stakeholders in the following ways:

- via our web site and other charitable giving web sites;
- via the phone;
- in-person;
- via personal cheques from first-time donors;
- via public domain sources such as published directories or other organizations' public documents such as annual reports, which facilitate our prospect research;
- with donor consent, via list trading with other progressive, like-minded charities, from whom confidentiality and protection of privacy commitments are obtained.

## PRIVACY PRACTICES

Personal information gathered by Mealshare Aid Society is kept in strict confidence. Certain staff members have authorized access to personal information based on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary.

## WEB SITES AND ELECTRONIC COMMERCE

When you browse the Mealshare Aid Society web site, you do so anonymously. We collect only the domain name (eg. Sympatico, Gmail, etc.), not the e-mail address of a visitor to our site.

At times, we may request web site visitors to supply us voluntarily with personal information, such as name and e-mail address and postal address, for purposes such as corresponding with us, registering at our site, making a donation, entering a contest, or participating in an on-line survey.



Our site uses cookies in a limited way. Cookies are small files containing information that a web site uses to track a visit. Both persistent and session cookies are used by many web sites. However, we use session cookies only to better understand how our site is used, to make sure our information and dynamic content are served up to visitors correctly, and to improve the performance of our site for users, particularly the way search pages are delivered. Session cookies do not remain on your computer at the end of your visit, and cannot be used to obtain any personally identifiable details.

## COPYRIGHT

All information contained on Mealshare Aid Society web site is copyrighted and is the property of Mealshare Aid Society unless otherwise stated, all rights reserved. Canadian copyright law and international treaties protect the textual, graphic, audio and audiovisual material on our site. You may not copy, distribute, or use these materials except as necessary for your personal, non-commercial use. Any trademarks remain the property of their respective owners.

## EXTERNAL LINKS

There are links on the [www.mealshare.ca](http://www.mealshare.ca) web site that take you to other web sites outside of our service. Any links provided to third party web sites outside of [www.mealshare.ca](http://www.mealshare.ca) are provided solely for your convenience. The operation and content of such third party web sites are beyond our control, and we do not endorse in any manner whatsoever or accept any responsibility for the content or other material that may be contained on such web sites, the use of such web sites, or any other products or services advertised on or sold through any such web sites. We will not be liable under any circumstances for any damages whatsoever, direct or indirect, resulting from any use of our web site or any other third party web site linked to our web site, whether or not we are advised of the possibility of such damages.

## SOCIAL MEDIA MODERATION POLICY

Social channels are managed by Mealshare staff. We would like to encourage sharing in an open and friendly environment. These guidelines are meant to help foster a positive experience for our supporters.



Please ensure that your comments and photos:

- Are relevant to our cause
- Respect others
- Don't reveal personal details – such as phone numbers, etc.
- Don't use inappropriate, offensive, sexist or racist language

We reserve the right to remove comments that we feel breach our guidelines.

## UPDATING OF PRIVACY POLICY

We regularly review our privacy practices, and update our Privacy Policy when warranted. Please check our web site [www.mealshare.ca](http://www.mealshare.ca) on an ongoing basis or contact [Breanne@mealshare.ca](mailto:Breanne@mealshare.ca) for the most up-to-date information on our privacy practices.

## CONTACT INFORMATION

Questions, concerns or complaints related to our Privacy Policy or our treatment of personal information – or if you wish to change or modify personal information or related consent that you have already provided to us – should be directed to:

Mealshare Aid Society

**230-51049 RGE RD 214, Sherwood Park, AB, T8E 1G7**

Further information on privacy and protection of personal information may be found on the web site of the Privacy Commissioner of Canada at [www.privcom.gc.ca](http://www.privcom.gc.ca).