



Privacy Policy

This website www.PAWScanada.ca and related applications (hereinafter collectively referred to as the "Platform") are owned and operated by PAWS Canada ("PAWS").

We at PAWS Canada, understand the importance of your privacy and value the trust placed in us. This privacy policy ("Privacy Policy") sets out the information security practices of the Platform, including the type of information collected as well as the manner in which such information is collected, stored, used and shared in compliance with applicable laws.

Any reference in this Privacy Policy to "you", "your", "customer" or "user", would mean the person who accesses and / or uses the Platform, participates in one or more of our programs or attends one or more of our events, volunteers with PAWS, is a community partner, member, consumer / user of our services, or makes any donation to support our activities in any manner.

Please note that this Privacy Policy is subject to relevant laws and regulations applicable in your jurisdiction. Our users' privacy and the protection of Personal Information (as defined below) is one of our top priorities.

"Personal information" means any information about an identifiable individual. It includes, without limitation, information relating to identity, nationality, age, gender, address, telephone number, email address, Social Insurance Number, date of birth, marital status, education, employment health history, assets, liabilities, payment records, credit records, loan records, income and information relating to financial transactions as well as certain personal opinions or views of an Individual.

This Privacy Policy discloses and explains how we collect, use, share and protect Personal Information or any other information about the users.

BY ACCEPTING THIS PRIVACY POLICY, YOU AGREE TO THE TERMS OF THIS PRIVACY POLICY. YOU ALSO EXPRESSLY CONSENT TO OUR USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION IN THE MANNER PRESCRIBED IN THIS PRIVACY POLICY. IF YOU DO NOT AGREE TO THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCEPT THIS PRIVACY POLICY, USE THE PLATFORM, SUBSCRIBE TO THE SERVICES OR SHARE YOUR INFORMATION WITH US.

We hope that reading this Privacy Policy will help you make an informed decision about sharing Personal Information with us. The following discloses our information gathering and dissemination practices.

For any queries regarding this Privacy Policy and the collection and use of Personal Information collected or processed under this Privacy Policy, PAWS Canada can be contacted by e-mail at info@pawscanada.ca].



PAWS Privacy Principles

1. Accountability

PAWS is accountable for the protection of your Personal Information collected through our office(s), program activities and the Platform in the course of our activities.

PAWS Director is designated as PAWS' Board Chair, and has overall responsibility for the protection of personal information and for PAWS' compliance with this Privacy Policy.

PAWS's Board Chair Responsibilities include

- Documentation of uses of personal information
- Training employees in correct practices
- Compliance monitoring
- Reporting and dispute resolution

2. Identifying Purposes

PAWS will provide a statement to explain the purpose(s) for the collection of your personal information wherever possible, before we ask you to disclose it.

We collect personal data when you make use of or register for our programs and services, in order to better meet your program, service and information needs.

We also use and disclose data, which does not identify individuals, for statistical purposes to assess, develop and improve PAWS's programs and services.

We also collect personal information in order to refer you to enhanced services, or to satisfy legal, government and regulatory obligations.

We do not sell personal information we collect.

You may also hear from us about other PAWS programs and services that may interest and benefit you or we may ask you for feedback about the services you have already received as part of our quality assurance commitment. If you do not wish to receive information about other PAWS programs, services or opportunities, please email info@pawscanada.ca.

Using our Website

You can access our website home page and browse our site without disclosing your personal data. Any personal information that site visitors voluntarily choose to provide in order to receive free electronic newsletters, participate in periodic polls and surveys and/or to complete any of our online application forms IS NOT shared with third parties unless stated otherwise. PAWS will ensure all personal information is secured and remains confidential.



PAWS Use of Cookies

A cookie is a small text file containing a unique identification number that is transferred from a Platform to the hard drive of your computer so that the Platform may identify separate visitors to the Platform and track users' activities on the Platform. A cookie will not let a website know any personally identifiable information about you, such as your real name and address.

PAWS uses cookies only to keep track of how many people visit the Platform and how frequently each page is visited. Each individual movement of any user cannot be tracked while on the Platform. Cookies are only used to track page popularity for statistical purposes and to improve the quality of the Platform and meet your needs. (For more information on cookies, please check your browser's settings.)

Links on our Platform

Because PAWS wants your Platform experience to be informational and resourceful, our Platform also provides a number of links to third party sites. PAWS assumes no responsibility for the information practices of such third-party sites you are able to access through our Platform. We encourage you to review each such third-party site's privacy policy before disclosing any personally identifiable information.

Most personal information is stored within PAWS Donor Management System which is a hosted solution by the vendor Keela. Only PAWS employees and volunteers have secure access to this information. Their privacy statement is <https://www.keela.co/privacy>.

All credit card information is processed through the hosted solution Stripe. No PAWS employees or volunteers have access to the credit card information - only names and amounts. Their privacy statement is <https://stripe.com/en-ca/legal/privacy-center>.

3. Consent & Disclosure

The only personal information that PAWS collects is with your knowledge and consent.

You can choose not to disclose any personal information we may ask you to provide. However, a decision to withhold some personal information can result in our inability to provide you with our services.

Further, you can withdraw your consent to the collection, use or disclosure of your personal information at any time, subject to any legal requirements and reasonable notice.

4. Limiting Collection

The amount and type of information that PAWS collects is limited only to that which is necessary to fulfill the purposes identified. PAWS will ask for the information it requires directly from the individual. Personal information will be collected using procedures which are fair, transparent and lawful.

You can choose to disclose as much or as little personal information as you are comfortable with. As noted in Principle 3, a decision to withhold some personal information can prevent us from providing you with our services.



5. Limiting Use, Disclosure and Retention

PAWS will use your personal information only for the purposes for which it was collected. Your information will not be disclosed without your knowledge and consent, unless permitted or required by law.

Your personal information will be retained only as long as necessary to fulfill the purposes for which it was collected, and in compliance with any laws surrounding information retention. If all identified purposes for the use of your personal information have been exhausted, we will destroy the information or render it unidentifiable.

6. Accuracy

In order to ensure the reliable delivery of services and information, your personal information will be kept accurate, complete and up to date.

We assume that the information that you provide to us is accurate. If at any time your personal information changes, we hope to be informed of it immediately. If you contact us with a request, we will take appropriate steps to update or correct the personal information in our possession that you have previously provided to us.

7. Safeguards

PAWS employs a number of safeguards to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Such safeguards include physical measures, for example locked filing cabinets, restricted access to offices, and limiting access on a “need to know” basis, and use of passwords and encryption.

Procedures for implementing these measures are communicated to all employees to ensure compliance with this principle.

8. Openness

PAWS has easily understandable and readily available specific information about its policies relating to the management of personal information. Our policy is available at all times on PAWS’ website, www.pawscanada.ca.

9. Individual Access

Upon request, we will inform you if we hold any personal information about you and provide you with access to this information. If we have any personal information about you, we will also tell you for what purposes it is used for, if applicable.

You have a right to update any personal information that we hold on you. Should you wish to see the full contents of your information that is on file, you must make a formal written request and email it to:



Linda Armstrong
Board Chair
info@pawscanada.ca

We will respond to you within thirty (30) days after receipt of your written request or will notify you if a longer period is required by us in order to fully address your request, provided that an extension of thirty (30) day period is permitted by applicable privacy laws.

10. Challenging Compliance

If, for any reason, you are concerned about our compliance with our Privacy Policy, you may contact our Board Chair by email:

Linda Armstrong
Board Chair
info@pawscanada.ca

PAWS has policies and procedures to receive, investigate and respond to individuals' complaints and questions.

If you are not satisfied with the way PAWS has responded to a complaint, you can contact the Privacy Commissioner of Canada.

This policy was last revised in September 2023.

11. Changes

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. Any changes will be effective immediately upon the posting of the revised Privacy Policy on the Platform. If we make any material changes, we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on the Platform prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

This policy will be reviewed every three years.

Board Acceptance: this policy was approved at the **September 13, 2023** Board Meeting.

Updated and Approved on: