

# **Souls Harbour Rescue Mission**

## **Privacy Policy**

### **Introduction**

Souls Harbour is committed to protecting the privacy of its donors, staff, volunteers and supporters. We rely on the support of the thousands of individuals who engage with us, both as those in need and those to support. We recognize that information is precious and we treat your information with respect, committing to privacy and confidentiality of data. This policy outlines our commitment to respect the personal information of individuals and how we collect, access, use, retain, protect, disclose and dispose of personal information.

### **Identifying Personal Information**

We only collect information for identified purposes. The information we collect includes:

- Name
- Contact information (telephone number, postal address, email address)
- Identification documents
- Date of birth
- Donor address information
- Employee resume information
- Volunteer application information
- Information for financial transactions
- Communications such as emails and physical documents\

We may also collect information that is voluntarily disclosed to us, from third parties or information available to the public. This relates mainly to our residents and is part of the intake process. We may use security cameras or recording devices for educational and training purposes. Sometimes, the Mission may collect information for demographic purposes, and this can be for developing relationships with individuals or groups. Information is stored electronically on cloud devices and in paper format.

We also use the Homeless Individuals and Families Information System (HIFIS) to collect and share information. HIFIS is a comprehensive data collection and case management tool designed to support Coordinated Access and the Reaching Home program by allowing multiple service providers from the same community to access real-time homelessness data that can then be used to support operations, monitor existing trends, aid in decision-making, and contribute to advancing the understanding of homelessness in Canada.

### **Purposes**

We collect information for various purposes, and these can include:

- Establish and verifying identity
- Ensuring we have up to date information
- Understanding wants, needs, skills and areas of interest
- Processing financial transaction for donations, payments, payroll, issuing tax receipts, confirming renewal of giving and maintaining a donor register
- Communication with donors, volunteers, staff and the public

- Generating statistics to understand where we can have greater impact
- Conducting criminal checks as required
- Protecting against fraudulent activities
- Meet legal and regulatory requirements

### Consent

We collect, use or disclose your personal information with permission only, except when otherwise required or permitted by the law. Permission may be oral, written or electronic. It may also be implied by action or inaction. You can withdraw consent at any time and opt out of communications by calling, writing or emailing us. We will use the communications contact information we have about you to discuss activities and opportunities that may interest you as well as informing you about our events and news.

### Limiting Use

We only use information for identified purposes. We do not disclose any personal information unless it is for a specific purpose such as legal or law enforcement situations or to satisfy a governmental regulation, comply with a court order or for the protection of our assets. Information may be transferred in the event of a merger or reorganization. In all other situations, disclosure of personal information will only be with your consent. We make every effort to ensure that all data collection is accurate.

### Safeguards

All personal information is kept in strict confidence maintaining appropriate physical, technical and organizational safeguards to protect against loss, theft, unauthorized access, disclosure, copying, use or modification. Access is strictly restricted to employees and authorized individuals such as board members. Our procedures also include measures such as passwords, the use of encryptions, corporate email addresses, cloud drives and daily backups. Hardware devices and phones, such as laptops, are returned to the Mission at the end of the term/employment. For electronic records for payment purposes. You may at any time request information regarding the personal information that is kept about you and it will be provided within 10 business days.

### Third Party links

Our website or communications may have links to third party organizations, such as CanadaHelps, that we do not own or operate. We provide these links as a convenience to you. These parties have their own separate privacy and independence policies, statements, notice and terms of use which we recommend you read carefully. A link to these is at the bottom of the page of use.