

PRIVACY POLICY

The Individualized Funding Resource Centre Society (hereinafter referred to as IFRC) values and upholds your right to privacy and the protection of your personal information. When we gather personal information, IFRC is committed to ensuring compliance with PIPA, British Columbia's "Personal Information Protection Act."

IFRC's Privacy Policy outlines our policies around personal information.

Specifically:

1. Who we gather it from
2. What information we gather and how
3. What it is used for
4. How it is kept safe and managed

1. Who we gather information from

The people IFRC collects and maintains information on includes but is not limited to the following:

- People we serve (clients)
- Employees and contract workers
- Volunteers
- Caregivers
- Donors
- Board of Directors
- Workshop and Event participants

2. What information we gather and how

Definition of "Personal Information"

"Personal Information" is recorded information about a person. It can include many types of information and some examples are given below. IFRC only collects and maintains personal information that is required for a particular purpose to do IFRC operations. As an example; details of a person's disability would be required so IFRC could provide informed assistance and support for an individual who is applying or receiving individualized funding.

- Contact information, including name, home address and home phone number
- Spoken languages, citizenship, eligibility to live and work in Canada
- Birth date, gender, family status
- Legal identification or identifying numbers, Social Insurance Number, Drivers Licence
- Information about a person's disability, health care history or medication
- Education, employment, volunteer and criminal history, driver's abstract
- Individual habits, likes and dislikes, the names and contact information for family, supporters and caregivers
- Legal documents; representation agreements and powers of attorney

Before IFRC gathers personal information, the individual must provide their consent, either in writing, by phone or by email.

IFRC informs people what information is being collected, how it will be collected and for what purpose. Consent is requested for the collection, maintenance or sharing of material.

The public can visit our website without registering or providing any personal information. If a visitor requests news or information through the website, we keep the information provided to fulfil requests. We provide links to other organizations for information and convenience. We make no claims regarding the privacy policies of these other organizations.

IFRC employs security measures to ensure that all information gathered is accurate.

3. What it is used for

IFRC collects information from different groups for different reasons. Here is a summary of our main groups and how their information is used.

Personal information will not be shared with any third party, unless written approval from the person is given or unless required by law.

Clients

Demographic, donation and other personal information is collected about clients, their families and related third parties. This information includes addresses, phone numbers, and information about the client's disability. This information is gathered and used only after informed consent from the client is obtained. We collect this information so that we can best serve the needs of our clients. Paper files are stored in locked cabinets and electronic records are in a secure database.

Employees and contract workers

Address, contact information, birth date, and SIN numbers for IFRC employees and contract workers are collected for the purpose of remuneration, CRA remittance, and benefits administration. These records, along with personnel files that contain human resources information, are kept in a very secure manner. Access is restricted to appropriate staff members.

Volunteers

Contact information including addresses and birth dates are collected for the purpose of financial reimbursement. These records, along with any human resources information, are kept in locked filing cabinets or in secure electronic files. Access is restricted to appropriate staff members.

Donors

Donation information, including address and contact information, is collected from donors so that IFRC can issue tax receipts. We also use this information to keep donors updated on special events and the fundraising needs of the organization. These records are kept in a very secure manner and access is restricted to appropriate staff members. IFRC does not share donor information with other parties.

Board of Directors

As part of the nomination process to the Board, contact and biographical information is submitted by each prospective Board member. IFRC provides this information to its membership once these individuals have been elected to the Board and maintains it over the duration of their tenure. IFRC also posts a summary of their

biographical information on our website subject to board members' approval. As IFRC is a non-profit, contact information including addresses and birth dates of all Directors must be passed on to the Canada Revenue Agency with our charitable tax return.

Workshop and conference participants

Personal and/or organizational information is gathered from those who attend IFRC workshops and conferences. This information is used for event coordination, related materials and any follow-up information requested by participants.

4. How it is kept safe and managed

IFRC protects the privacy of personal information that is collected by:

- a) Administrative procedures (for example, staff training; privacy policies)
- b) Physical safeguards (for example, locked cabinets, password protected digital files)
- c) Technical security services and mechanisms (for example, password protected databases)

It is our overall policy that personal information is kept in a secure manner and access is restricted to appropriate staff members and authorized third party contractors.

Once the legally mandated time period for retaining records, as set out by Canada Revenue Agency (CRA), BC Provincial Govt and/or Canada Federal Govt as appropriate, has been met, paper files are shredded. Any person may also ask us to destroy their personal information, with reasonable notice and within applicable laws.

Any individual, whose personal information is kept by IFRC, has the right to review their personal information stored by IFRC. Requests will be responded to within 30 days.

All complaints about the handling of personal information will be investigated by our privacy officer.

Annual Review

This policy statement will be reviewed every year. All employees, contract employees, volunteers and board members will be provided with a copy.

Your privacy is important to us. We welcome your comments and questions regarding our policy or how it is carried out. Our Privacy Officer is accountable to the groups mentioned for the way IFRC collects, maintains and discloses private information. Please contact:

- 1) Privacy Officer: Chris Hofley
- 2) Alternate: Hilary Currie

Email: chris@ifrcsociety.org