

# PRIVACY POLICY

<b>DESCRIPTION:</b>	TO COMMUNICATE MANagements COMMITMENT TO PROTECT THE PRIVACY OUR GUESTS AND DONORS.		
<b>APPROVED BY:</b>	<b>DATE OF ISSUE:</b>	<b>REVIEW/REVISE DATE:</b>	
BOARD OF DIRECTORS	MAY 15, 2013	JANUARY 2015	

## Scope:

For our guests – families, clients and professional partners – and our donors, protecting their privacy means that we will not sell or rent their personal information to any third party. We collect personal information only with their consent and by fair and lawful means and for the purpose(s) for which they have given consent. We keep their personal information confidential and we employ appropriate security safeguards.

In accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), Heartland Forest is committed to protecting the privacy and security of our families, clients and professional partners' personal information.

Heartland Forest collects personal information on individuals who:

- Register for a program
- Register for our mailing list
- Request materials
- Enter into a rental agreement
- Make charitable investments
- Make a cash donation

Heartland Forest is committed to ensuring the security of personal information. To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

PERSONAL INFORMATION can include:

Any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as;

- Personal- name, age, phone number or address
- Financial- credit card information, transaction history
- Other- social status, opinions, preferences, comments etc.

## Procedures:

- 1.0** Personal information collected from guests should be directly recorded into the computer system(s) or on appropriate sheet(s). Upon retrieving guests' personal information, the team member should ensure that all information is accurate and up to date.
- 2.0** Wherever the company provides a privacy policy statement, it is mandatory to obtain the guests signature of consent where indicated.
- 3.0** Personal information can be accessed and used only by the authorized personnel, who are directly involved in offering the product or service.
  - 3.1** Information can be shared between departments only for the purpose of facilitating the.



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**4.0** Upon completing the task that requires access to personal information, the team member should do the following.

- Log out of the system once task is completed
- Any paper record with personal information should be filed directly into locked cabinets
- Traces of unwanted paper with personal information should be shredded and disposed in the specified area.

**5.0** All guests concerns or complaints relating to the privacy policy should be addressed in writing to the Executive Director or by email- [generalinquires@heartlandforest.org](mailto:generalinquires@heartlandforest.org).

## Communication:

The policy will be kept in the Policy and Procedure Manual located in the Office Administration Area. Management members will be provided an electronic copy.

## Training / Implementation:

The orientation facilitator will review the policy with new team members.

## Evaluation:

Each January the policy will be reviewed by the Executive Director; any updates will be made at that time. The ED is responsible to ensure it is communicated to all team members.

