



Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

8.7 Easter Seals Canada Privacy Policy

(Approved by the Board of Directors January 2004 under Motion B04-23)

**Canadian Rehabilitation Council for the Disabled (CRCD) operating as
Easter Seals Canada**

Privacy Policy

(in accordance with Bill C-6: Personal Information Protection and Electronic Documents Act)

This policy is the Privacy Policy of Easter Seals Canada and in no way replaces or supercedes Privacy Policies which have been put in place by our licensed members and which may be in effect in individual provinces in accordance with the laws of these provinces.

Table of Contents

8.7.1. Privacy Policy Statement

- 8.7.1.1. Our Commitment
- 8.7.1.2. Defining Personal Information
- 8.7.1.3. Privacy Practices
- 8.7.1.4. Updating of Privacy Policy
- 8.7.1.5. Contact Information

8.7.2. Online Privacy Policy Statement

- 8.7.2.1. Our Commitment
- 8.7.2.2. Defining Personal Information
- 8.7.2.3. Privacy Practices
- 8.7.2.4. Website and Electronic Commerce
- 8.7.2.5. Use of Cookies
- 8.7.2.6. Updating of Privacy Policy
- 8.7.2.7. Contact Information

8.7.3. Information and Update Request Policy

- 8.7.3.1. Openness

8.7.4. Concerns & Complaints Policy

Committed to fully enhancing the quality of
life, self esteem and self determination of
Canadians with disabilities.

Nous nous engageons envers l'amélioration
totale de la qualité de vie, l'estime de soi et
l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick /
Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals
Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with
Disabilities; Easter Seals BC/Yukon



Canada

- 8.7.4.1. Primary: Program Manager
- 8.7.4.2. Secondary: Chief Executive Officer
- 8.7.4.3. Contact Information

Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

Committed to fully enhancing the quality of
life, self esteem and self determination of
Canadians with disabilities.

Nous nous engageons envers l'amélioration
totale de la qualité de vie, l'estime de soi et
l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick /
Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals
Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with
Disabilities; Easter Seals BC/Yukon



Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

8.7.1 Privacy Policy Statement

OUR COMMITMENT

Our organization is committed to protecting the privacy of the personal information of its donors, volunteers, employees, members, clients and all other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities, we frequently gather and use personal information. Anyone from whom we collect such information should 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.

Easter Seals Canada and its fundraising divisions are committed to protecting your privacy. Most importantly,

- Your right to confidentiality and privacy will be protected.
- Your personal information will not be sold, traded, or rented to others.

We will be pleased to inform you of the existence, any use, and disclosure of personally identifying information, and provide you with access to that personal information, subject to exceptions assigned by law, within 30 (thirty) days of a receipt of a written request directed to:

Privacy Officer
Easter Seals Canada
40 Holly Street, Suite 401
Toronto, Ontario
M4S 3C3

DEFINING PERSONAL INFORMATION

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Where an individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

PRIVACY PRACTICES

Committed to fully enhancing the quality of life, self esteem and self determination of Canadians with disabilities.

Nous nous engageons envers l'amélioration totale de la qualité de vie, l'estime de soi et l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick / Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with Disabilities; Easter Seals BC/Yukon



Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

Canada

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only 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 to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected. If at any time, you would like to have your information updated or be removed from one of our mailing lists, please contact us with your request (see contact information) and we will make the adjustment(s) to your personal information within 30 (thirty) days.

UPDATING OF PRIVACY POLICY

We regularly review our privacy practices for our various activities, and update our policy. Please check our website www.easterseals.ca on a regular basis for information on our most up-to-date practices.

CONTACT INFORMATION

Questions, concerns or complaints related to Easter Seals Canada Privacy Policy on the treatment of personal information can be conveyed by phone at (416) 932-8382 or can be e-mailed to: info@easterseals.ca Attention: Privacy Officer.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca/

8.7.2 Online Privacy Policy Statement

The following policy discloses the privacy practices for Easter Seals Canada's operation of our website. However, our site contains links to other sites. Once you link to another site, you are subject to the privacy and security policies of the new site. We encourage you to read the privacy policies of all web sites you visit, especially if you share any personal information.

OUR COMMITMENT

Our organization is committed to protecting the privacy of the personal information of its donors, volunteers, employees, members, clients and all other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

Committed to fully enhancing the quality of
life, self esteem and self determination of
Canadians with disabilities.

Nous nous engageons envers l'amélioration
totale de la qualité de vie, l'estime de soi et
l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick / Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with Disabilities; Easter Seals BC/Yukon



Canada

Easter Seals brand is administered by Easter Seals Canada.

Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

During the course of our various projects and activities, we frequently gather and use personal information. Anyone from whom we collect such information should 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.

DEFINING PERSONAL INFORMATION

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Where an individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

PRIVACY PRACTICES

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only 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 to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected.

WEBSITE AND ELECTRONIC COMMERCE

We use password protocols and encryption software to protect personal and other information we receive when a product or service that involves a commercial transaction is requested and/or paid for online. Our software is routinely updated to maximize protection of such information.

Committed to fully enhancing the quality of
life, self esteem and self determination of
Canadians with disabilities.

Nous nous engageons envers l'amélioration
totale de la qualité de vie, l'estime de soi et
l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick /
Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals
Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with
Disabilities; Easter Seals BC/Yukon



Canada

USE OF COOKIES

Cookies are small text files a website can use to recognize repeat users and ease the ongoing access to and use of the website. Easter Seals Canada does not use information transferred through cookies for any promotional or marketing purposes, nor is that information shared with any third parties. Users should be aware that Easter Seals Canada cannot control the use of cookies by advertisers or third parties. If you do not want information collected through the use of cookies, most browsers allow users to deny or accept the cookies. Please note that cookies may be necessary to provide you with certain features available on this site.

UPDATING OF PRIVACY POLICY

We regularly review our privacy practices for our various activities, and update our policy. Please check this website on a regular basis for information on our most up-to-date practices.

CONTACT INFORMATION

Questions, concerns or complaints relating to the Easter Seals Canada Privacy Policy on the treatment of personal information can be conveyed by phone at (416) 932-8382 and can be e-mailed to: info@easterseals.ca Attention: Privacy Officer.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca/

8.7.3 Information and Update Request Policy

Our organization is committed to protecting the privacy of the personal information of its donors, volunteers, employees, members, clients and all other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you have chosen to share with us.

OPENNESS

Individuals can check their information that we have on record to verify, update and correct it, and to have any obsolete information removed.

General Donor and client address and contact information can be easily updated by either returning a regular donor card with updated information or by telephoning Easter Seals Canada at (416) 932-8382 and requesting a general change to a donor file.

Specific Donor and client information changes including medical referral changes as well as requests for copies of individual personal files are to be made in writing to Easter Seals Canada and be directed to the appropriate department or to:

Privacy Officer
Easter Seals Canada

Committed to fully enhancing the quality of life, self esteem and self determination of Canadians with disabilities.

Nous nous engageons envers l'amélioration totale de la qualité de vie, l'estime de soi et l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick / Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with Disabilities; Easter Seals BC/Yukon



Canada

40 Holly Street, Suite 401
Toronto, Ontario
M4S 3C3

Easter Seals Canada
40 Holly St, Suite 401
Toronto, ON M4S 3C3

(tel) 416-932-8382
(fax) 416-932-9844

info@easterseals.ca

www.easterseals.ca

Please note that when some individual personal files are requested, there may be confidential information relating to other individuals or information confidential to Easter Seals Canada linked in that file. In compliance with Easter Seals Canada's Privacy Policies, these files cannot be copied or released, however any factual information regarding an individual requesting their own file, will be made available.

Under normal circumstances, all requests and updates will be completed within 30 days of receipt of the request.

Committed to fully enhancing the quality of
life, self esteem and self determination of
Canadians with disabilities.

Nous nous engageons envers l'amélioration
totale de la qualité de vie, l'estime de soi et
l'autodétermination des Canadiens handicapés

Easter Seals Newfoundland and Labrador / Easter Seals Prince Edward Island / Easter Seals Nova Scotia / Easter Seals New Brunswick /
Quebec Society for Disabled Children; Easter Seals Quebec / Easter Seal Ontario / Society for Manitobans with Disabilities; Easter Seals
Manitoba / Saskatchewan Abilities Council ; Easter Seals Saskatchewan / Easter Seals Alberta / BC Lions Society for Children with
Disabilities; Easter Seals BC/Yukon
