



## **CANADIAN FALLEN FIREFIGHTERS FOUNDATION (CFFF)**

### **PRIVACY POLICY**

The Canadian Fallen Firefighters Foundation, hereinafter referred to as the Foundation, is committed to protecting your privacy and maintaining the confidentiality of your personal information. Our privacy practices are in accordance with all federal and provincial laws and regulations. We are compliant with the Personal Information Protection and Electronic Documents Act.

Personal information is information that can be used to distinguish, identify or contact a specific individual. The personal information that the Foundation generally collects includes: name, address, telephone number, e-mail address, donation amount, banking or credit card information. We handle personal information in accordance with this policy.

Personal information may be provided to us through correspondence, online donations, pledge cards, conference or meeting registrations, or other forms of communication. Such information may be recorded for the purpose of processing and receipting a donation, recognizing a contribution, registering your participation in a conference, meeting, or other event, or responding to your information requests.

The Foundation does not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. The Foundation retains personal information only as long as necessary for the fulfillment of those purposes.

Personal information may also be communicated to our Board of Directors or Members, as defined in the Foundation's bylaws, of the Foundation according to the stated purpose for which you provided the information. This policy applies to the handling of personal information by the Foundation whether such information is provided directly by you or through generic forms or processes under our auspices.

The Foundation informs customers of the existence, use and disclosure of their personal information upon request and gives them access to their information. The Foundation ensures that customer information is accurate, complete and up-to-date. You may challenge the accuracy and completeness of the information and request amendments as appropriate.

The Foundation will not provide or share your Personal Information with third parties unless:

- You authorize us to share the information;
- Sharing the information is necessary to process a donation, for example, to process a credit card transaction; or

- We are required by law.

You may withdraw your consent to the collection, use or disclosure of your personal information at any time by contacting the Privacy Officer and, subject to any legal constraints, we will comply with your request within a reasonable time.

The Foundation has in place measures to respect the confidentiality of personal information and protects personal information by safeguards that are appropriate to the sensitivity of the information. Access to personal information is granted only to those employees and authorized volunteers and agents whose duties so require for Foundation purposes.

When you use our website we do not collect your email address unless you specifically provide it to us with a donation or information request. Donors on our site are linked to an industry standard secure payment service for credit card transactions. Our site may use 'cookies' (small files containing information to track a visit) in a session limited way. These temporary files enhance your ability to use our website but do not remain on your computer after the session ends. Your browser can be set so that it does not accept cookies. If you set your browser to turn off cookies, some areas of our site may not function properly.

You are entitled to know whether we hold personal information about you, see that information and ensure that it is accurate. Personal information is maintained at the main office of the Foundation at the address below. A senior member of the Board of Directors has been appointed as the Privacy Officer. The Privacy Officer is accountable for all personal information at the Foundation. To contact the Privacy Officer, file a complaint, access your personal information, or if you have any questions about the protection of your privacy, please contact:

**Douglas A. Lock, CD, CHRP**  
**Privacy Officer**  
**Canadian Fallen Firefighters Foundation**  
**440 Laurier Avenue W, Suite 200**  
**Ottawa ON K1R 7X6**  
**Tel 613 786-3024**  
**Fax 613 782-2228**  
**cfff@sympatico.ca**

We will investigate all complaints and take appropriate action.