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## HUMANE SOCIETY OF DURHAM REGION PRIVACY POLICY

The Humane Society of Durham Region (HSDR) is committed to protecting privacy and recognizes the significance of maintaining confidentiality, accuracy, and security of personal information. This policy outlines, among other things, the type of personal information that is the subject of collection, how the information is maintained, and instances when the disclosure of personal information is permissible. This policy is subject to change in accordance with revisions to relevant legislation and, therefore, the HSDR recommends periodic visits to HSDR.org.

According to the Personal Information Protection and Electronic Documents Act (“PIPEDA”), personal information includes any factual or subjective information, recorded or not, about an identifiable individual. Information about an individual that is otherwise available to the public is not deemed to be personal information.

The collection of personal information by the HSDR is carried out in accordance with the following principles

- **Accountability:** The HSDR is accountable for the personal information it collects and is responsible for this information under its control. The HSDR has designated one or more individuals who shall be accountable for compliance with its policies related to privacy and confidentiality.
  - **Identify the purpose:** The HSDR will use personal information as follows: .
    - The HSDR will collect and use personal information necessary to process donations, issue tax receipts, to keep donors informed about the impact of their gift and the work of the HSDR, acknowledge and recognize donations, and comply with federal and provincial regulatory guidelines and reporting requirements.
    - In addition, The HSDR will collect and use personal information as required to perform program and services related to animal adoptions, spay/neuter services, humane education, animal care and enforcement of adoption and foster agreements.
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- Finally, the HSDR may collect your IP address for statistical purposes and does use cookies in some instances.
  - The type of information that the HSDR collects includes but is not limited to the following:
    - Contact information, such as name, telephone number, address and email address.
    - Financial information, including credit card and banking information.
    - Information pertaining to a donation, such as a donation amount, donation date, whether it was in honour of a particular individual/organization and details regarding participation in a special event.
    - Information pertaining to a program or services such as date, service description, fee, animal details and associated medical records.
    - Information pertaining to personal interests, in particular campaigns.
    - Information pertaining to our adoption processes such as information provided to us by you through your application to adopt, any interviews we may conduct including home visits and remote home visits, and any veterinarian, clinic or other facility you have used in the past to care for your pets.
  - **Consent:** The HSDR will request consent prior to the collection, use, and disclosure of personal information. Consent may be expressed explicitly (orally, electronically or in writing) or it may be implied (by an action). You may withdraw your consent or refuse to provide consent altogether. Once the HSDR is advised in writing that you do not consent to the collection, use and disclosure of personal information (or no longer consent), it will halt the collection, use and disclosure of your personal information within a reasonable time and terminate any further processing of services which you requested.
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- **Limiting Collection:** The HSDR shall limit the collection of personal information to that which is necessary for the purposes as identified unless use is otherwise permitted or required by law.
  - **Limiting Use, Disclosure, and Retention:** The HSDR shall not use or disclose personal information for purposes other than those for which it was collected. The HSDR will retain the information for as long as is necessary for the fulfillment of the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. When destroying personal information, the HSDR will use safeguards to prevent unauthorized parties from gaining access to that information during the process.
  - **Accuracy:** The HSDR endeavours to maintain complete and accurate information. To the extent reasonably possible, the HSDR will exercise diligence to ensure that your information is as accurate, complete, and up to date as is necessary for the purposes for which it is to be used.
  - **Safeguards:** The HSDR maintains appropriate technical and organizational safeguards to protect the information against loss, theft, unauthorized access, disclosure, copying, use or modification. Access to this information is restricted to employees, agents and authorized service providers who need the information to fulfill the purpose for which the information was collected. The HSDR shall protect your personal information with security safeguards consistent with the sensitivity of the information. The HSDR will exercise reasonable care in the storage and destruction of personal information to prevent unauthorized access.
  - **Contact Us:** If you have any questions or concerns about our privacy practices or your personal information in our possession, please contact the HSDR's Privacy Officer at:
    - **Humane Society of Durham Region (HSDR)**  
1505 Wentworth Street  
Whitby, ON L1N 0H9  
Phone: 905 665-7430  
Email: info@hsdr.org
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