

Serbs for Serbs Canada

Privacy Policy

This policy outlines Serbs for Serbs Canada (“We”, “Us”, “Our”, or “SfS Canada”) commitment to respecting the privacy of personal information of individual persons. This policy explains how we collect, use, protect and disclose personal information. This includes the personal information of donors, prospective donors, board members, volunteers, individuals who engage with us on community initiatives, and our staff.

This policy governs the activities of SfS Canada. SfS Canada is an autonomous organization, legally separate from “*Srbi za Srbe*” and other Serbs for Serbs chapters. While all Serbs for Serbs chapters share a commitment and respect for personal information privacy, details on how each Serbs for Serbs chapter does so can be obtained by contacting them individually.

Our Commitment to Protecting Your Privacy

SfS Canada embraces the principles of the Canadian Standards Association Model Code for the Protection of Personal Information. It will control the collection, use, disclosure and disposal of personal information in keeping with those principles. SfS Canada recognizes that we rely on the support of thousands of individuals who engage with us in support of their community. We recognize that information is precious, and our supporters trust us to treat their information with respect for their privacy and a commitment to protecting the confidentiality of data. It is essential that we protect the privacy of the personal information individuals may choose to share with us or gather by other lawful means.

What is Personal Information?

Personal information refers to information about an identifiable individual. However, it excludes certain business contact information, specifically the name, title, business address or telephone number of an employee of an organization. From time to time, SfS Canada may acting reasonably, collect information about identifiable individuals from published or public sources for the purposes of developing relationships with individuals.

The areas in which SfS Canada collects and uses personal information in accordance with this policy are principally, but not limited to:

Community: SfS Canada's work to improve social conditions involves working with individuals acting on their own initiative or as representatives of community agencies, governments and other partner organizations that share common social objectives. SfS Canada gathers and uses personal information to keep individuals informed about relevant SfS Canada activities and work, and with permission may share personal information with others who share similar social objectives and a desire for networking. SfS Canada also gathers and uses personal information to provide professional development programs in the sector and with permission, shares personal information with previously identified program partners or vendors for the purposes of conducting program activities.

Donations: SfS Canada will collect and use personal information necessary to process donations and payments, issue tax receipts, confirm renewal of giving and maintain a donation history, keep donors informed about giving opportunities and the work of SfS

Canada, acknowledge and recognize donations, and comply with federal and provincial regulatory guidelines and reporting requirements.

Volunteering: SfS Canada will collect and use personal information to establish and maintain the volunteer relationship, assist volunteers in performing their volunteering roles and responsibilities, and keep them informed about relevant SfS Canada activities and the work of SfS Canada.

Event Participation: SfS Canada will collect and use personal information necessary to communicate with individuals about events, contests and promotions that they participate in, issues concerning related transactions, information about other events that they may be interested in and the work of SfS Canada; to recognize participation and award prizes; and to comply with federal and provincial regulatory guidelines and reporting requirements,

Our Privacy Principles

The following principles reflect our pledge to protect the privacy of your personal information:

1. Accountability

We are responsible for all personal information in our possession, including any personal information transferred to third parties for handling or administrative purposes.

We keep your personal information in strict confidence. All employees, agents (including authorized volunteers) and authorized service providers of SfS Canada are required to protect the confidentiality of your personal information.

Where we choose to have certain services, such as data processing, provided by third party service providers, we select the service providers carefully. We take all reasonable precautions to ensure that the service providers protect your personal information.

2. Identifying Purposes

We collect, use and disclose personal information only for certain purposes that we identify to you. The purposes for which personal information is collected will be identified at the time the information is collected. With your consent, we collect information about you for various purposes, including the following:

- Establish your identity.
- Administer your involvements with us, including your donations, event participation, community engagements, volunteering, or employment, and contact you about your continued involvement.
- Know who our donors, volunteers and other supporters are, in order to manage and develop our resources to fulfill our mission to serve the greater good of the community.
- Respond to your information requests.
- Periodically, as we are able, send you literature on Serbs for Serbs or invite you to events or information sessions.
- Thank you and, with your consent, publicly recognize your financial or non-financial contributions.
- Meet legal and regulatory requirements.

3. Consent

We obtain personal information about you lawfully and fairly. We collect, use or disclose your personal information with your permission, except where otherwise required or permitted by law.

Your permission may be expressed (orally, electronically or in writing) or may be implied (by an action or inaction). You may withdraw your permission to the use and disclosure of your personal information at any time. We will comply, subject to legal, contractual or technical restrictions. For example, if you ask to not receive any email from us, we take steps to suppress donation requests or general information, but we will still mail you a tax receipt for a donation or send you a statement of your outstanding payments against your pledged donation.

4. Limiting Collection

Personal information collected will be limited to that required for the purposes identified by us.

5. Limiting Use, Disclosure and Retention

We use your information for the purposes identified to you. When we intend to use your personal information, for a purpose not identified to you when the information was collected, we will identify the new purpose and obtain your permission prior to use.

We do not sell your personal information.

We disclose your personal information in the following circumstances:

- We may contract with carefully selected third parties to perform services for us or on our behalf. When we select the third parties, we ensure that they use security and privacy standards comparable to our own.
- Where a third party hosts an event using SfS Canada's systems to register participants, your information may be shared with the host solely for the purposes of managing the event and your participation in the event.
- In all other situations, we will disclose your personal information only with your consent, or as otherwise required or permitted by law.

We will keep your personal information only as long as it is necessary to satisfy the purposes for which it was obtained, or as required by law.

6. Accuracy

We maintain appropriate procedures to ensure that personal information in our possession is as accurate and up to date as is necessary for the purposes for which it is to be used. We rely on you to provide us with any changes to your personal information, and in particular to your contact information.

If you believe any of the information we have collected about you is incorrect or incomplete, you have the right to ask us to change it or delete it. If your personal information is inaccurate or incomplete, we will make the necessary changes.

7. Safeguards

We maintain appropriate technical and organizational safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, copying, use or modification.

Access to your personal information is restricted to SfS Canada staff, agents and authorized service providers who need the information to fulfill the purpose for which the information was collected. SfS Canada will protect your personal information by safeguards that are appropriate to the sensitivity of that information and the format of the information, whether electronic or physical.

Our procedures include physical security measures, organizational measures including security clearances and limiting access on a "need-to-know" basis, and technological measures such as the use of passwords and encryption. When it comes to the handling of electronic records, SfS Canada does not collect and does not save any credit card information on our servers. For this purpose, we use services from the Third Parties that are Payment Card Industry Data Security Standards (PCI DSS) compliant.

8. Openness

SfS Canada's Privacy Policy is available to you at all times on our website. If you are unable to access our website or require our policy in another format, we will do our best to provide it in an alternative format that meets your requirements.

9. Individual Access

You may ask whether we hold any personal information about you, see your information and ensure that it is accurate. SfS Canada may ask that you submit your request in writing. SfS Canada will need to confirm your identity prior to disclosing any information to you.

You also have the right to know how we collected your personal information and how we are using it. We will inform you of the specifics to the best of our abilities.

10. Provide Recourse

If you have any privacy concerns, you may contact us at info@serbsforserbs.ca.

You may register a privacy-related complaint by emailing us. We will investigate all complaints. If an objection is justified, we will take all appropriate steps to repair the situation, including changing our policies and practices if necessary.

11. A note about our websites:

We collect two basic types of information on our websites, personally identifiable information which you submit and information about your interaction with our websites using digital markers such as cookies and web beacons. We collect personally identifiable information when you provide it to us by participating in certain activities that require a response, registration or donations.

When you visit our websites, we also automatically log information about your visit. The information collected about your visit includes, but is not limited to:

- The current Internet protocol (IP) address and the type of computer operating system you are using (e.g. Microsoft Windows or Mac OS)
- The type of browser you are using (e.g. Firefox or Internet Explorer)
- The referring website that brought you to the SfS Canada website
- Your UDID (for mobile devices)

- The domain name of your Internet Service Provider
- Your activities while visiting the website (e.g. which of our Web pages you viewed)

SfS Canada may use third-party services, such as Google Analytics, to process this information.

SfS Canada and its service providers use this information to analyze the performance and effectiveness of our website for technical reasons to facilitate navigation through our website and to present personalized content. For example, in order to navigate through our online campaign tool, our Web server must recognize you in order to ensure that your donation is correctly applied and that you are able to navigate securely through the pages related to the campaign.

You may adjust your browser settings to reject digital markers, including cookies, if you so choose. Visiting our website with cookies disabled will have no significant impact on your ability to view our websites.

SfS Canada also uses technical methods for tracking purposes, including clear gifs (also known as web beacons) in HTML emails that we send to determine whether you have opened those emails and/or clicked on links in those emails. SfS Canada uses this information to analyze the performance and effectiveness of our emails.

You may be able to disable Web beacons in email messages by not downloading images contained in the message you receive (this feature varies depending on the email software you use).

Changes to this Privacy Policy:

SfS Canada may, at any time, without notice to you and, in its sole discretion, amend this policy from time to time. The most current version of this Privacy Policy is found on our website. Please review this policy periodically.