

The Change Coalition Privacy Agreement

Effective Date: July 2026

Organization: The Change Coalition (TCC)

Website: <https://changecoalition.ca/>

1. Our Commitment to Privacy

The Change Coalition (TCC) respects the privacy, dignity, and confidentiality of all individuals who interact with our organization, including program participants, donors, volunteers, partners, supporters, and website visitors.

As an organization supporting Canadians living with invisible, hidden, and non-apparent disabilities, TCC understands that personal information may include sensitive details about an individual's experiences, accessibility needs, or circumstances. TCC is committed to protecting personal information and collecting, using, storing, and sharing information responsibly and transparently.

This Privacy Agreement outlines how TCC manages personal information in accordance with responsible Canadian privacy practices.

2. Purpose of This Privacy Agreement

This Privacy Agreement explains:

- What personal information TCC may collect;
- Why information is collected;
- How personal information is used and protected;
- When information may be shared;
- How individuals can access or correct their information;
- How privacy concerns are addressed.

TCC is committed to transparency and will identify the purpose for collecting personal information before or at the time of collection whenever possible.

3. Personal Information We May Collect

Depending on an individual's relationship with TCC, we may collect the following information:

Contact Information

- Name;
- Email address (**optional**);
- Telephone number (when voluntarily provided);
- Mailing address (when required);
- Preferred communication method.

Providing personal information is voluntary unless the information is required to provide a specific service, complete a transaction, issue a receipt, or meet legal requirements.

Individuals may choose not to provide certain information; however, this may limit TCC's ability to provide specific services or communications.

Program and Service Information

For individuals participating in TCC programs, services, applications, surveys, or community initiatives, we may collect information such as:

- Program application details;
- Eligibility information;
- Accessibility requirements;
- Communication preferences;
- Feedback and evaluation information.

Individuals may voluntarily share information related to invisible, hidden, or non-apparent disabilities to help TCC provide accessible and appropriate support.

TCC collects only information reasonably necessary to deliver programs, improve services, evaluate outcomes, and support inclusion.

Disability-Related and Accessibility Information

TCC recognizes that individuals may share personal information related to disability, health experiences, accessibility barriers, or support needs.

This information is provided voluntarily and is collected only when necessary to:

- Provide accommodations;
- Deliver appropriate programs and resources;
- Understand community needs;
- Improve accessibility and inclusion initiatives.

TCC respects the confidentiality and dignity of individuals sharing this information.

Donor and Financial Information

TCC respects the privacy of donors and supporters.

When individuals donate or participate in fundraising activities, TCC may collect:

- Donor name;
 - Email address (**optional**);
 - Mailing address (when required for charitable receipts or correspondence);
 - Telephone number (when voluntarily provided);
 - Donation amount and transaction details;
 - Donation history;
 - Communication preferences.
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4. Optional Collection of Donor Email Addresses

Providing an email address to The Change Coalition is **voluntary and optional**.

Individuals may choose to provide an email address to receive:

- Donation confirmations and acknowledgements;
- Electronic charitable receipts where applicable;
- Updates about TCC programs, initiatives, partnerships, and community impact;

- Information about fundraising activities, volunteer opportunities, and ways to support individuals living with invisible, hidden, and non-apparent disabilities.

Individuals may make a donation or support TCC without providing an email address.

Choosing not to provide an email address will not affect an individual's ability to:

- Donate;
 - Participate in programs;
 - Access services;
 - Engage with TCC.
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5. Website Information and Cookies

When individuals visit the TCC website, limited technical information may be collected, including:

- Browser type;
- Device information;
- Website usage information;
- Pages visited;
- General website traffic information.

TCC may use cookies or similar technologies to:

- Improve website functionality;
- Enhance accessibility;
- Understand website usage;
- Improve visitor experience.

Visitors may manage cookie preferences through their browser settings.

6. Why We Collect Personal Information

TCC collects personal information for legitimate organizational purposes, including:

- Delivering charitable programs and services;

- Responding to inquiries;
- Processing donations;
- Providing charitable receipts;
- Communicating organizational updates;
- Maintaining donor and supporter relationships;
- Recruiting and supporting volunteers;
- Improving accessibility and community programs;
- Evaluating program effectiveness;
- Meeting legal, regulatory, funding, and reporting obligations.

TCC collects only information necessary to fulfill these purposes.

7. Consent and Communication Preferences

TCC respects individual choice regarding personal information and communications.

Where required, TCC will obtain consent before collecting, using, or sharing personal information.

Individuals may:

- Choose whether to provide an email address;
- Choose whether to receive optional communications;
- Update communication preferences;
- Withdraw consent for optional communications.

Individuals may unsubscribe from optional email communications at any time by:

- Using the unsubscribe option included in electronic communications; or
- Contacting TCC directly.

Choosing not to receive optional communications will not affect an individual's relationship with TCC.

8. How We Use Personal Information

Personal information collected by TCC may be used to:

- Provide requested programs and services;
- Communicate with participants, donors, volunteers, partners, and supporters;
- Provide donation acknowledgements;
- Issue charitable receipts;
- Share updates about TCC initiatives;
- Conduct fundraising and donor stewardship activities;
- Improve programs and accessibility.

TCC does **not sell, rent, trade, or provide donor email addresses or personal information to third parties for marketing purposes.**

9. Sharing Personal Information

TCC will only share personal information when appropriate and necessary, including:

- When an individual provides consent;
- When sharing is required to provide a requested service;
- When trusted service providers support organizational operations;
- When required by law.

Where third-party services are used for website management, donations, communications, or administrative functions, TCC will take reasonable steps to ensure appropriate privacy and security practices are maintained.

10. Protection and Security of Information

TCC takes reasonable measures to protect personal information from:

- Unauthorized access;
- Loss;
- Misuse;
- Disclosure;

- Alteration.

Safeguards may include:

- Limiting access to authorized individuals;
 - Secure digital storage practices;
 - Password protection;
 - Appropriate volunteer, staff, and board member privacy responsibilities.
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11. Retention and Disposal of Information

TCC retains personal information only as long as necessary to:

- Provide services;
- Maintain organizational records;
- Meet legal, accounting, funding, or reporting obligations.

When information is no longer required, TCC will securely delete, destroy, or anonymize records.

12. Privacy Breaches

TCC takes privacy breaches seriously.

If a privacy breach occurs, TCC will:

- Assess the situation;
 - Take reasonable steps to contain and address the issue;
 - Notify affected individuals where appropriate;
 - Review procedures to reduce future risks.
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13. Accessing or Correcting Personal Information

Individuals may request access to personal information held by TCC or request corrections if information is inaccurate or incomplete.

Requests may be submitted to:

The Change Coalition

Email: [Insert Privacy Contact Email]

TCC will make reasonable efforts to respond to requests in a timely manner.

14. Donor Confidentiality Commitment

The Change Coalition values the trust of our donors and supporters.

Donor information will remain confidential and will not be publicly disclosed unless:

- The donor provides permission to be recognized;
- Disclosure is required by law;
- The donor chooses public recognition.

Anonymous donations will remain anonymous.

15. Changes to This Privacy Agreement

TCC may update this Privacy Agreement periodically to reflect:

- Changes to programs or services;
- Improvements to privacy practices;
- Changes in technology;
- Legal or regulatory requirements.

The most current version will be posted on the TCC website with the effective date.

16. Contact Us

For questions, concerns, or requests regarding this Privacy Agreement:

The Change Coalition

Website: <https://changecoalition.ca/>

Email: info@changecoalition.ca

The Change Coalition is committed to protecting privacy while creating inclusive, accessible, and respectful communities for individuals living with invisible, hidden, and non-apparent disabilities.