

Privacy Policy

INTENT

Freshwater Conservation Canada is committed to safeguarding the personal information entrusted to us by our members and others. We manage your personal information in accordance with all applicable Canadian provincial and federal laws. This policy outlines the principles and practices we follow in protecting your personal information.

APPLICATION

This policy is always active.

DEFINITIONS

None

GUIDELINES

1. Collection of Personal Information

Freshwater Conservation Canada collects only the personal information that is needed for the purposes of providing services to our members, volunteers, customers and partners, including personal information needed to:

- Deliver requested products and services;
- Enrol a person in a program or activity;
- Provide ongoing information regarding Freshwater Conservation Canada's programming and events;
- Send out Freshwater Conservation Canada membership information; and
- Provide Freshwater Conservation Canada membership benefits.

Freshwater Conservation Canada typically collects personal information directly from the individual but may collect information from others with the individual's consent or as authorized by law.

Freshwater Conservation Canada will inform the individual before or at the time of collecting personal information based on the purposes for which we are collecting the information. The only time Freshwater Conservation Canada does not provide this notification is when a client volunteers information for an obvious purpose (for example producing a credit card to pay a membership fee when the information will be used only to process the payment).

We will not sell any personal information to any other organization or corporation. The information may be shared within Freshwater Conservation Canada as part of our national, regional and Chapter activities, including fundraising activities. This information will not be sold or shared with any third party without the individual's consent.

Financial information that is provided to Freshwater Conservation Canada will be used solely for the transactions for which it is provided. No financial information will be retained by Freshwater Conservation Canada or shared with anyone, except as necessary to process the transaction. To safeguard personal information submitted for online transactions, those transactions will be processed on a secure server hosted by our payment provider.

2. Consent

Freshwater Conservation Canada asks for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume consent in cases where an individual volunteers information for an obvious purpose. We also will assume consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

We may ask for express consent for some purposes and may not be able to provide certain services if the individual is unwilling to provide consent to the collection, use or disclosure of certain personal information.

In cases that do not involve sensitive personal information, we may rely on "opt-out" consent. In such cases one can opt out by checking the appropriate box on our form or by telephoning our toll-free number.

An individual may withdraw consent for the use and disclosure of their personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect the individual's decision, but we may not be able to provide them with certain products and services if we do not have the necessary personal information.

We may collect, use or disclose personal information without consent if such use is authorized by law. For example, we may not request consent when the collection, use or disclosure is to determine suitability for an honour or award, or in an emergency that threatens life, health or safety.

3. Safeguarding Information

Freshwater Conservation Canada makes every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization.

We protect personal information in a manner appropriate for the sensitivity of the information. Freshwater Conservation Canada makes every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

4. Access to Records Containing Personal Information

Individuals have a right to access their own personal information in a record that is in the custody or under the control of Freshwater Conservation Canada, subject to some exceptions. For example, we may refuse to provide access to information that would reveal personal information about another individual. An individual may also request information about Freshwater Conservation Canada's use of personal information and any disclosure of that information to persons outside our organization. In addition, you may request a correction of an error or omission in your personal information.

An individual may make a request for access to their personal information by writing to the Freshwater Conservation Canada National Office.

Effective Date: August 2020
Revised Date: N/A

Author: Silvia D'Amelio