

WEST ISLAND CITIZEN ADVOCACY PRIVACY POLICY

We handle any entrusted personal information with the utmost ethical care. We prioritize our responsibility to provide services to our community clients and their families, and to support our fundraising and marketing goals. We aim to maintain transparency and accountability in all our practices concerning the information we collect about employees, clients, families, volunteers, and donors.

As a part of this commitment, we are outlining the following statement regarding how West Island Citizen Advocacy collects, uses, discloses, and manages personal information under its custody and control.

WE LET YOU KNOW WHY WE COLLECT INFORMATION

At the time of collection, we use the most suitable methods to inform our clients, families, employees, and volunteers about the purposes of collecting, using, and disclosing their personal data. We obtain consent, when appropriate, either at the time of collection or before collecting, using, or disclosing such information.

WE TAKE CARE OF YOUR INFORMATION

Any personal information, including medical, financial, or other data that can identify a specific individual, collected during our business relationship, is considered confidential. This includes, but is not limited to, information provided by the client (such as name, address, date of birth, relevant financial and medical history) and personal information obtained with the client's express authorization from third parties like physicians, hospitals, and other healthcare professionals.

West Island Citizen Advocacy does not transfer or disclose your personal information without your prior consent, unless expressly stated otherwise or agreed upon in writing.

RECEIVING UPDATES FROM WICA

If you choose to receive emails from West Island Citizen Advocacy, this may include newsletters, event information, and community news. West Island Citizen Advocacy does not share email addresses with third parties. You may remove your consent at any time by clicking on the Unsubscribe link or by sending a request to info@pcbo-wica.com. Upon unsubscribing, we will remove your name from our mailing lists within 10 business days, as required by Canada's Anti-Spam Legislation

OUR COMMITMENT TO YOU

Employees and volunteers prioritize the confidentiality of personal information and adhere to strict guidelines. They understand that legitimate business reasons are necessary for collecting, accessing, and/or using any personal information. Employees and volunteers only access your personal information to the extent necessary to perform their work responsibilities.

To safeguard collected personal information, we have control measures in place to prevent loss, theft, and unauthorized access, disclosure, reproduction, use, or modification of information. Your personal information, regardless of its format, is protected and will be securely destroyed in due course.

WE WELCOME YOUR INPUT

Your input is extremely important to us. Processes have been put in place to ensure that your concerns or suggestions are addressed within 30 days of the initial request. Please feel free to let us know if you are pleased with the service provided by WICA!

If you have questions or concerns about this Privacy Policy or our practices, please contact us at: West Island Citizen Advocacy, 152 Concord Crescent, Pointe-Claire, QC H9R 1N4

Chief Privacy Officer

Roya Jaffari-Director
514-694-5850
info@pcbo-wica.com

Alternate Privacy Officer

Kay Heaton – President, Board of Directors
info@pcbo-wica.com