

WEBSITE PRIVACY POLICY

Our Commitment to Your Privacy

Family Service Regina (FSR) is committed to protecting your privacy and safeguarding the personal information you share with us. This Privacy Notice explains what information we collect through www.familyserviceregina.com, why we collect it, how we use it and the choices available to you.

Our website privacy practices are guided by FSR's Confidentiality and Privacy Policy and applicable privacy legislation.

Information We Collect

We only collect personal information that you choose to provide to us, such as when you:

- Contact us through our website
- Request information about our services
- Submit a referral or service inquiry
- Register for a workshop, event or presentation
- Communicated with us by email or other electronic means
- Subscribe to a newsletter
- Make a donation
- Volunteer or apply to become involved with FSR

Depending on the service you request, we may collect information such as your:

- Name
- Email address
- Telephone number
- Mailing address
- Organization (where applicable)
- Other information you choose to provide
- Information Collected Automatically

Information Collected Automatically

Like most websites, we automatically collect limited technical information to help us improve our website.

This may include:

- Browser type
- Device type
- Operating system
- Pages visited
- Date and time of your visit
- Referring website
- General website usage information collected through cookies and analytics tools

This information is generally collected in aggregate form and is not used to identify individual website visitors.

How We Use Your Information

We use personal information to:

- Respond to your inquiries and requests.
- Provide information about our programs and services.
- Process registrations for workshops, events and presentations.
- Process donations.
- Respond to referrals.
- Communicate with you regarding services or information you have requested
- Meet legal, regulatory and reporting requirements

We only use your personal information for the purposes for which it was collected, unless otherwise permitted or required by law.

How We Protect Your Information

FSR takes reasonable administrative, physical and technical measures to protect personal information against unauthorized access, use, disclosure, alteration or destruction.

Access to personal information is limited to authorized individuals who require the information to carry out their responsibilities.

Sharing Your Information

FSR does not sell your personal information.

We only share personal information:

- With your consent;
- When required or permitted by law; or
- With trusted third-party service providers who help us operate our website, process donations,

Our website may also contain links to external websites. FSR is not responsible for the privacy practices of other organizations, and we encourage you to review their privacy policies before providing personal information.

Cookies and Website Analytics

Our website uses cookies and website analytics tools, including Google Analytics, to understand how visitors use our website and to improve its performance and user experience.

Cookies may collect anonymous information such as:

- Pages visited.
- Time spent on the website.
- Browser and device type.
- General geographic region.
- How visitors arrived at our website.

You can adjust your browser settings to refuse cookies or install Google's Analytics Opt-out Browser Add-on if you prefer not to participate in website analytics.

Additional information about Google's privacy practices is available at:
<https://policies.google.com/privacy>

Your Privacy Rights

You have the right to:

- Ask questions about our privacy practices.
- Request access to your personal information, subject to applicable legislation.
- Request correction of inaccurate personal information.
- Withdraw your consent to receive marketing or newsletter communication at any time.
- Raise concerns about how your personal information is being handled.

Accessibility

FSR is committed to providing an accessible website. If you experience difficulty accessing information on our website or require information in another format, please contact us.

Questions About Privacy

If you have questions about this Privacy Notice or FSR's privacy practices, please contact:

Privacy Officer
Family Service Regina
#200 – 2505 11th Avenue
Regina, Saskatchewan S4P 0K6

Phone: 306-757-6675

General inquiries may also be submitted through our Contact Us page:

<https://www.familyserviceregina.com/contact-us>

Please note that email and online contact forms are not monitored 24 hours a day and should not be used for emergencies. If you require immediate assistance, call 911 or your local emergency services.

Changes to This Privacy Notice

This Privacy Notice may be updated from time to time to reflect changes in legislation, technology or FSR's practices. The most current version will always be posted on www.familyserviceregina.com.