

Routes Connecting Communities (RCC) is committed to protecting the privacy of the personal information of its employees, volunteers, clients, donors, and other stakeholders. We value the trust of those we deal with and of the public and recognize that maintain this trust requires that we be transparent and accountable in how we treat the information shared with us.

RCC frequently gathers and utilizes personal information. Any individuals providing information to RCC should expect that it will be carefully protected and that any use of, or other dealings with this information is subject to consent.

Personal Information definition

Personal information is any information that can be used to distinguish, identify, or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about the individual.

Information in the public domain is not subject to privacy legislation and as such is not included in this policy.

RCC considers donor and volunteer information always to be personal information and do not disclose information about donors or volunteers without their consent.

This policy does not apply to the collection, use and/or disclosure of the following information:

- Personal information that is aggregated in such a manner that it cannot be connected to a person;
- Business contact information, such as name, title, business, address, e-mail address, or business telephone number of an individual

By making a donation, requesting information, or requesting to join a RCC program/service, individuals are giving RCC permission to collect some of their personal information and to contact you by way of the information provided.

Personal information may be collected and used, including but not limited to the following:

- Full legal name
- Telephone number
- Address
- Email and social address
- Gender
- Marital status
- Date of birth

Consent

An individual's consent is required regarding the collection and proposed use of personal information when information is collected. Consent can be either expressed or implied and can be provided directly by the individual or by an authorized representative. Express consent can be given orally, electronically, or in writing. Implied consent is consent that can reasonably be inferred from an individual's action or inaction. An individual's consent is required before confidential information is released to outside parties.

Limited Collection

The collection of personal information is limited to that which is relevant and necessary to our programs and fundraising efforts. RCC shall not make unwarranted or intrusive inquiries into a donor or prospect's gift history or personal life.

Limited Use, Disclosure and Retention

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

Accuracy

Personal information shall be as complete, accurate and up-to-date as possible. Donors are encouraged to review, correct and update personal information.

Security Safeguards

Personal information gathered by RCC shall be kept in confidence. RCC's personnel shall be authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Appropriate physical and electronic measures shall be used to ensure personal information is secure. Access to donor and volunteer records shall be limited to those who require such information to fulfill their job responsibilities. Special protection shall be given to all records pertaining to anonymous donors. The confidentiality of donor and volunteer records shall continue after the relationship with the individual has ended.

Confidentiality

Donors who request that their name and/or the amount of the gift not be publicly released shall remain anonymous.

Openness

Upon request, individuals shall be given access to their information stored by RCC. Further information on privacy and rights in regard to personal information may be found on the website of the Privacy Commissioner of Canada at www.priv.gc.ca (<http://www.priv.gc.ca>)

Our Commitment to Security

RCC has put in place appropriate physical, electronic, and managerial procedures to safeguard and prevent unauthorized access to personal information and ensure that the information we collect is used only for the purposes requested.

RCC uses encryption, password protection, and other technology to protect personal information from unauthorized third-party access, alteration, theft, or misuse.

Registration and Use of Personal Information

When individuals visit the RCC website, they do so anonymously, there is no need to tell us who they are. If they direct an inquiry to a specific department or staff member of the RCC, we may ask individuals to provide your name, e-mail address, or phone number for the purpose of responding to the individual's inquiry. Only those who are required to be advised in providing the service will have access to the personal information provided.

While registration is not required in order to use or access all sections of this website, it is required when booking rides or accessing some programs

If individuals do register, and the process provides RCC with personally identifiable information, any such information provided will not be shared with any third-party organization except with the individual's express consent.

We also provide visitors to the RCC websites the opportunity to opt-in to receive communications from RCC. In this case, we ask the visitor for their email address and name. These communications may include regular newsletters, flyers, and any other information that we feel may be pertinent to the visitor. Individuals may opt out of receiving any, or all, of these communications by emailing RCC at info@RCCcc.org or by clicking on the "unsubscribe" at the bottom of these communications.

This website contains downloadable material; the material is scanned to ensure as much as RCC can that it is free of any virus, spyware or malware; however all users are advised to ensure that they have antivirus and anti-spam software on their computer to protect their information.

Access to Personally Identifiable Information

If personally identifiable information changes, or if the individual no longer wish RCC to possess this information, individuals may request correction, updating, or deletion of your information by emailing RCC at info@RCCcc.org . Individuals may also complete any corrections, updates or deletion requests in- person, when visiting RCC.

Third-party Analytics

Third-party analytics such as Google Analytics, is a web analytic service provided by Google Inc., helps to measure traffic patterns to, from, and within websites. RCC does not use third-party such as Google Analytics to collect or receive user information.

Disclaimer on Website “We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. If a privacy breach is detected, it will be reported to our affected web user(s) at the earliest opportunity.”