

# CCCC Privacy Policy

## Introduction

protecting the privacy and confidentiality of the Personal Information shared with us by our members, subscribers, registrants, donors, employees, volunteers, and other stakeholders. You trust CCCC to keep confidential the Personal Information you provide to us, and we value that trust by being transparent and accountable in how we handle that information. Our privacy practices are based on and in accordance with Canadian legislation, including the *Personal Information Protection and Electronic Documents Act*, SC 2000, c 5 (“PIPEDA”), and Canada’s Anti-Spam Legislation (“CASL”).

By engaging with CCCC and any third parties contracted by CCCC, you agree to our collection, use, and disclosure of your Personal Information in accordance with this Privacy Policy. If you do not agree with the terms of our Privacy Policy, please refrain from using our website and/or providing us with your Personal Information.

## What is the reason for this policy?

CCCC Privacy Policy exists to provide clarity and transparency about the steps we take to protect your Personal Information and defines our ongoing commitment to protecting your privacy interests. It explains what information we collect, how we collect and use it, how we protect it, and how you can make changes or updates to your Personal Information. This Privacy Policy applies to any and all of your Personal Information collected or received by CCCC from any source.

## What is “Personal Information”?

Personal Information means information that can identify an individual or information about an identifiable individual. This can include an individual’s name, date of birth, address, or financial information, as well as photographs and images. Anonymous or aggregate information, or business contact information, including name or business/organization name, job title or position, is not generally considered personal information and may not be treated as such by CCCC.

## What Personal Information is collected?

The Personal Information CCCC may collect includes, but is not limited to, contact information like an individual’s name, address, email address, mailing address or phone number; billing and

financial information; organizational information, such as information about directors, information returns, or by-laws; website usage and other non-personal information collected through cookies; and any other information provided by you in the course of interactions with CCCC, use of our website, or by third parties.

## **How is Personal Information collected, used, and disclosed?**

Personal Information is collected in a variety of ways. You may provide it directly to us if you access our website or social media; communicate with us whether by email, phone, fax, mail, in person, or otherwise; subscribe to our blogs or emails; register for webinars or resources; apply for membership; apply for and maintain Accreditation; participate in programs such as Pension and Group Benefits; make a donation; apply for a position; or use our platforms, services, and resources. It may also come from third parties, such as regulatory bodies, government agencies, or other entities, with which CCCC contracts and engages.

We use Personal Information for a variety of purposes, such as establishing, managing, and maintaining our relationship with you; managing our operations, issuing donation receipts, praying for you, processing your donations, better understanding your past and current activity and preferences, responding to your questions and inquiries, providing you with relevant communications, and authenticating you in our systems; organizing, promoting and providing webinars, seminars, and other events; facilitating registration and participation in programs, services, and platforms; maintaining membership, tracking behavioural activity; advertising purposes; billing and payment processing; website maintenance, security, analysis, and troubleshooting; delivering content and resources; improving your experience; managing all aspects of employment, contract and volunteer relationships; research; other purposes for which consent is given; and other purposes permitted and/or required by law.

CCCC does not sell or rent Personal Information. However, we may share your Personal Information with CCCC employees and/or third parties for the purposes indicated in this Privacy Policy. CCCC will limit disclosure to only the information necessary to accomplish the specific purpose, and will only disclose Personal Information with your consent, unless required otherwise by law or in response to legally valid demands by government, court, regulatory, or law enforcement. Third parties may be located outside of Canada, and information may be transferred or stored on cloud-based servers. This information may therefore be subject to access or valid demands to access by government, courts, regulatory or law enforcement in those jurisdictions.

## **When and how is your consent given?**

Consent to collect, use, and disclose your Personal Information may be verbal, written, or electronic, and it may be express or implied. When you provide your Personal Information to CCCC you consent to CCCC's collection, use, and disclosure of your Personal Information, in accordance with this Privacy Policy. You may withdraw or cancel your consent at any time by

contacting the CCCC Privacy Officer. Please note that withdrawal may have consequences, such as rendering CCCC unable to provide you with any services.

## How is Personal Information protected?

We strive to maintain a variety of measures to protect your Personal Information, including administrative, technical, and physical security measures. For example, collection of Personal Information is limited to the purposes identified in this Privacy Policy, and CCCC will not collect, use, or disclose any more Personal Information than is reasonably necessary to meet those identified purposes. CCCC employees keep your Personal Information in strict confidence, accessing it and disclosing it only as needed and for specific purposes in accordance with this Policy. All reasonable efforts are made to contractually require third parties to respect the security of your Personal Information and comply with all applicable privacy legislation.

CCCC uses digital security measures including passwords and encryption and our software is regularly updated to provide robust protection. Physical measures include restricted access areas and locked storage facilities.

Your Personal Information is kept only as long as necessary for the purposes set out in this Policy, which may extend beyond the period of your relationship with us and may be retained indefinitely where required to do so by law, regulation, or for insurance purposes. If and when your Personal Information is removed from our systems, it is securely erased, destroyed, or appropriately anonymized.

CCCC takes reasonable measures to protect your Personal Information but cannot guarantee absolute security.

## Cookies

CCCC may use automated technology features such as cookies, third-party tracking software, web beacons, server log files, and other similar technology or mechanisms to collect information about how our website is used. Our website may use iFrames to display third-party content within a webpage. In some cases, third-party content may place a cookie on your device. Our website may also contain pages, such as blogs, that allow you to post content to various social media platforms; cookies may be used to facilitate this function.

Cookies may collect information such as your IP address, general geographic location, type of operating system, device or browser, language used, pages on our website you visit, how often you visit our website, and what other websites were visited prior to coming to our website.

In addition to the other identified purposes in this Policy, information collected by cookies and other similar technologies are used for a variety of reasons, including remembering your login, preferences, storing information about your interactions with CCCC website, identifying mobile usage, or offering targeted content based on pages you have previously visited.

Cookies may be used in determining what content is most relevant and appropriate to your interests. They may be used to deliver targeted advertising or to limit the number of times you see an advertisement. This helps CCCC improve the effectiveness of our communications and the quality of content we present to you. We may also use the data and analytics measuring tools for our website to help us better understand how visitors use our website and how to improve functionality and your user experience.

You can choose to disable cookies by changing the settings of your internet browser to block, delete, or disable cookies. You may also change the privacy settings of your browser to block cookies from being placed on your device. If you disable cookies, you may not be able to use some of the features on our website.

Our website may include links to third-party websites. We do not control and are not responsible for third parties' conduct or for any information collected, used, or shared about you by third parties as a result of using links on our website.

## **How can Personal Information be Updated?**

If you believe that your Personal Information is inaccurate, or you wish to request the deletion of your Personal Information where permitted by law, please contact the CCCC Privacy Officer. CCCC will respond in a timely manner to all requests for individual access, and will amend information that is demonstrated to be inaccurate. Where necessary, the amended information will be disclosed to third parties.

## **Mailing Lists and Subscriptions**

CCCC provides regular communication to our members, subscribers, registrants, donors, employees, and other stakeholders. Personal Information provided to us is used to facilitate these communications. You can unsubscribe from these communications at any time by using the unsubscribe option included in the communications.

## **Policy Updates**

CCCC may revise or amend our Privacy Policy from time to time, without prior notice to you, and any revisions or amendments will be effective immediately unless otherwise stated. Please ensure you read this Privacy Policy carefully and regularly check for updates and changes. If you

continue to provide Personal Information through any means, including use of this website, you are deemed to consent to all terms and conditions of the updated Privacy Policy.

## **Questions? Contact CCCC Privacy Officer**

Questions, concerns and complaints about CCCC Privacy Policy should be directed to:

Attn: Privacy Officer

Canadian Centre for Christian Charities

PO Box 335, STN Waterloo

Waterloo, ON

N2J 4A4

Email: [privacy@cccc.org](mailto:privacy@cccc.org)