



Privacy of Information Policy 2009

CultureLink Settlement Services

Privacy of Information Policy & Practice

Protecting Your Privacy

CultureLink is committed to protecting the privacy of its clients, employees, volunteers, donors and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

We frequently gather and use personal information in the course of our various projects and activities. Anyone from whom we collect such information should expect that it will be carefully protected.

Personal information is any information that can be used to distinguish, or identify a specific individual. This information can include an individual's place of birth, sexual orientation, languages spoken, and other personal information such as home address, home telephone number, personal and family income as well as medical history. Business contact information and certain publicly available information, such as name, title/position, company, address, email and fax are not considered personal information.

Anonymous Access

Users can access our website home page and browse our site without disclosing their personal data. We do not use cookies on our website. We collect information about users only in a congregate manner.

Services and links on our Website

Our website contains information about CultureLink and its programs/services and also enables users to communicate with us.

Because we want user's website experience to be informational and resourceful, our website also provides a number of links to other useful sites. CultureLink assumes no responsibility for the information practices of sites users are able to access through our site. We encourage visitors to review each site's privacy policy before disclosing any information that is personally identifiable.

Collecting, Using, and Disclosing Personal Information ONLY for Purposes Identified by You.

CultureLink collects personal data on voluntary basis, when making donations, making use of, or registering for our programs and services, in order to better meet the service, information, and donor needs.

We also use and disclose data, which do not identify individuals, for statistical purposes to develop and enhance CultureLink programs and services. We may also collect personal information in order to satisfy legal, government and regulatory obligations.

If users supply us with their personal contact information, they may hear from us about important information concerning CultureLink programs or services in which they are registered. They may also hear from us about other programs and services that may interest and benefit them.

CultureLink has various Special Events and fundraising campaigns to build awareness and raise funds. Some of these events/campaigns require the gathering of personal information, and we will inform you of the purpose for which the information is being requested. We use this information only for purposes related to this event and/or other fundraising campaigns, and destroy it as soon as it is no longer required.

CultureLink collects personal information for processing and receipting donations. We also, with donors' consent, recognize them publicly for their donation. If donors prefer to remain anonymous, please communicate this desire when making the donation.

Donors' consent may be expressed in writing or be implied, and donors may give it to us verbally or electronically. He/she may withdraw his/her permission to collect, and disclose his/her personal information at any time, subject to legal and contractual restrictions and reasonable notice.

Sharing and Accessing Users' Personal Information

We do not sell personal information that we collect. We will not disclose user's personal information to anyone else without their prior knowledge or consent, except when required by a government body or agency, or as permitted by law.

Users may ask where we hold any personal information about them, ensure that it is accurate, and to see that information, as provided by law. They also have the right to know how we collected their personal information and how we are using it.

Children's Privacy

For children under 18 years of age, we will obtain permission from a parent or legal guardian to collect and use personally identifiable information about a child.

Confidentiality/Security

CultureLink personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained.

- We maintain physical, electronic and administrative safeguards that are appropriate to the type of personal information we obtain from you.
- Our staff and volunteers whose duties require them to have access to personal data are required to respect the confidentiality of personal information and handle them responsibly.

Updating Personal Information

If anyone is aware of any inaccuracy or changes in the personal information which we hold about him/her, he/she is encouraged to contact us at info@CultureLink.net. We will make the necessary changes.

Privacy Questions

CultureLink regularly reviews its policies and procedures to ensure we remain current with changing laws and evolving public expectations.

If users have an inquiry about CultureLink's privacy practices, please contact our Privacy Officer by phone at (416) 588-6288 ext. 202 or by email at info@CultureLink.net.

Registering a Complaint

If users have a privacy-related complaint or concern about CultureLink's information handling practices, we encourage them to contact us by phone or by email. They will be asked to provide the following information in writing:

- Name, address or fax number
- Nature of the complaint and relevant details,
- Name of the CultureLink staff member who has been handling the complaint, and
- Suggested solutions to the issue, if any.

CultureLink will investigate and take appropriate steps in resolving the concern.