

United Way Fort McMurray and Wood Buffalo Personal Information Protection

The United Way Fort McMurray and Wood Buffalo is committed to safeguarding the personal information entrusted to us by our donors. This privacy statement outlines the practices we follow in protecting personal information.

This privacy statement applies to the United Way Fort McMurray and Wood Buffalo and to any person providing services on our behalf. A copy of this privacy statement is provided to any donor on request.

What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, education history etc.

What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our donors, including personal information need to:

- Process pledge payments
- Issue tax receipts
- Recognize donor contributions
- Send out invitations

We normally collect donor personal information directly from our donors. We may collect your information from other persons, with your consent or as authorized by law.

We inform our donors, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we do not provide this notification is when a donor volunteers information for an obvious purpose (for example, producing a credit card to make a pledge payment when the information will be used only to process the payment).

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information including shredding paper records and permanently deleting electronic records.

We retain personal information only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

Questions and Complaints

If you have a question or concern about any collection, use or disclosure of personal information by the United Way Fort McMurray and Wood Buffalo, or about a request for access to your own personal information, please contact, the Finance & Operations Manager (Privacy Officer).