

# PRIVACY POLICY

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This policy is for information that is gathered through this website only. All other Family & Children's Services information is protected under the Child and Family Services Act.

## **Privacy and Your Personal Information**

F&CS is committed to keeping your information private and secure.

We recognize that protecting your privacy is an essential part of working with the community. As part of this commitment, we believe that individuals who share information on our site by donating or completing an application should know what personal information we collect, how we use it, how we protect it, and how to contact us if you have questions about the handling of your personal information.

## **What is your personal information?**

Personal information is information needed to identify you as an individual. It includes information such as your name, address, telephone number, and credit card information.

## **Why we collect and use your personal information?**

The F&CS collects and uses information about you for specific purposes, such as to:

- To process donations on-line
- To inform you of upcoming events and projects
- To inform you of giving opportunities
- To contact you regarding any application form you have completed on our website

## **What you can expect from F&CS?**

You can expect that:

- Any personal information collected about you will be done with your consent and will be used for purposes outlined to you.
- Your personal information will not be shared or sold to another charity or organization.
- A high level of confidentiality around the collection, use and disclosure of your personal information is maintained and that appropriate security measures have been taken to protect your personal information whether in paper or electronic format.
- Your questions about privacy and our information practices will be answered by our staff.

## **What are your rights?**

You have the right to:

- Access or receive a copy of your personal information.
- Ask us to correct your information.
- Refuse to provide your personal information to us. However, this may impact our ability to provide services to you.
- Express any concerns that you may have to the appropriate staff person about access to your personal information, or about how it is collected, stored, used or disclosed to others.

## **Cookies**

Cookies are used by FCSGW for the convenience of our users. They are used to streamline access to the online subscriber service. Cookies automatically authenticate the user. A user can access FCSGW channels with the cookie feature turned off through the incognito window on your browser. FCSGW also uses cookies to track a user's visits and uses that information to improve the user's experience.

**Questions about your privacy?**

If you would like to know more about your privacy or how your personal information from this site is managed by Family & Children's Services of Guelph and Wellington County, contact us at 519-824-2410 extension 4410.

For more information about privacy legislation, please contact the [Information and Privacy Commission of Ontario](#) or toll free 1-800-387-0073.

**Third Party Links**

This website contains links to other websites operated by third parties. Despite the presence of a link to a third party site, or any reference to Family & Children's Services on a linked site, Family & Children's Services does not endorse, is not affiliated with and is not responsible for any content that appears on the linked site.