

Privacy policy and management of personal information

Responsible for the application	Executive Director/President of the Administrative Board
Destinataire	To all donors/partners/service providers
1. Contextual overview	
<ul style="list-style-type: none"> ✓ The Laval Youth Center Foundation is a non-profit organization duly incorporated and recognized as a charitable organization. It therefore raises funds to help young people who are or have been under youth protection and/or under the Youth Criminal Justice Act in the Laval region; ✓ To this end, the Foundation collects, uses, discloses and retains confidential information about its donors and partners; ✓ This information is used to provide the Foundation's services in soliciting contributions of various kinds, participating in events, draws and lotteries, and providing information of any kind that supports the Foundation's mission and the services it provides; ✓ The consent of the person concerned is required to legally use the personal information he or she has provided to the Foundation; 	
2. Objectifs	
<ul style="list-style-type: none"> ✓ Manage personal information held by the Foundation and ensure its confidentiality; ✓ Comply with the highest ethical standards when handling all information, particularly personal information; ✓ Ensure that proof of consent is obtained and maintained from donors/partners and/or participants in the Foundation's activities; 	
3. The nature of the personal information collected by the Foundation	
<ul style="list-style-type: none"> ✓ Professional and/or personal details: surname, first name, physical/electronic address, date of birth, telephone numbers; ✓ Biographical information: position, employer, career path; ✓ Information relating to contribution history, event participation, billing and financial information such as billing address, bank account information or payment data; information relating to credit/debit card use; ✓ No personal information may be collected from children or persons under the age of 14 without the express consent of a parent or guardian; 	
4. Circumstances in which personal information is collected by the Foundation	
<ul style="list-style-type: none"> ✓ When registering for events or activities organized by the Foundation; ✓ When a donation is made to the Foundation, whatever the form of the donation; ✓ When registering as a volunteer for the Foundation; ✓ In all these cases, information may be collected in person, by telephone, via the Internet or via the Zeffy platform; 	
5. Use, sharing and retention of personal information collected by the Foundation	
<ul style="list-style-type: none"> ✓ Personal information is used to provide the Foundation's services, including fulfilling its obligations under any agreement between the donor and the Foundation; ✓ Personal information may be used for marketing and business development purposes, including the provision of new services; ✓ They may be used to enable the Foundation to collect payments due to it; Les renseignements personnels peuvent être partagés pour les fins de sollicitation de contributions financières ou autres; ou encore aux autorités gouvernementales; 	

- ✓ It may also be shared with third-party service providers and/or partners, particularly those providing donation solicitation, database analysis, Web site, application development, hosting, maintenance and other services; in these situations, the information shared is limited to that which is strictly necessary;
- ✓ This policy shall be posted on the Foundation's website;
- ✓ Personal information is retained only as long as necessary for the purposes set out in this Policy, i.e. a maximum of 5 years;

6. Roles and responsibilities

- ✓ The Executive Director is responsible for the application of and compliance with this Policy;
- ✓ The Foundation is responsible for implementing appropriate physical, technical and administrative safeguards and security measures to protect personal information provided to it when it is collected, used, disclosed, retained or destroyed;
- ✓ Access to personal information is restricted to Foundation employees who need it to perform their duties. They must protect it against accidental or unlawful destruction or loss, modification, disclosure, unauthorized access or misuse;
- ✓ By providing personal information via the Foundation's website, by completing an event participation form by e-mail, in person or by telephone, or by using any other computerized tool such as the Zeffy platform, the donor agrees to its processing in accordance with the terms of this Policy;
- ✓ However, at any time, a donor has the right to access personal information concerning him or her, to request that corrections be made, to ask that the information no longer be disseminated, or that it be made anonymous, with the exception of information required for tax receipts. He or she also has the right to lodge a complaint with a data protection supervisory authority;
- ✓ Contracts concluded between the Foundation and service providers and/or partners must stipulate that the latter preserve the confidentiality of the information they obtain from the Foundation;

7. Appendices

- ✓ Model consent to the collection and disclosure of personal information;
- ✓ Model inventory of personal information held by the foundation;
- ✓ Sample complaint submission form;

Appendix 1 - Model consent message for the collection, disclosure and exchange of personal information.

In accordance with the terms of the Act to modernize legislative provisions respecting the protection of personal information (commonly referred to as "Bill 25"), we are contacting you today to confirm your consent to the use by the Laval Youth Center Foundation of the personal information it holds on you in order to inform you of our events, solicit you for a financial contribution, confirm your transaction (notably by credit or debit card) or involvement as a volunteer for our cause, inform you of our developments, thank you or recognize your contribution. We understand that you also consent to the Foundation collecting, disclosing, communicating and exchanging the personal information previously obtained to a third party in order to carry out the aforementioned actions, subject to a confidentiality undertaking obtained from this third party.

To learn more about the Foundation's commitment to privacy, please consult our Privacy Policy, available on our website at <https://www.fondationcentrejeunessedelaval.com/en/>.

You may withdraw your consent to the collection, disclosure and exchange of personal information at any time. You may also request rectification and access to your personal information by contacting the person responsible for personal information at the following coordinates:

Christine Henley
Event Coordinator and Operations Support
Laval Youth Center Foundation
308, blvd. Cartier West
Laval, Quebec H7N 2J2
450-975-4150 ext. 61070
Christine.henley.cissslav@ssss.gouv.qc.ca

Appendix 3 - Sample complaint submission form.

First name	Last name	Address	E-mail address	Phone number	Description of complaint, supporting facts and solution sought