

# Our Privacy Policy

## ACCOUNTABILITY

At Crane Lake Discovery Camp, we are committed to protecting the privacy of the people we serve, our employees, volunteers, donors, directors, officers, contractors, and any other stakeholders.

Our Privacy Officer is responsible to ensure compliance with *Personal Information Protection and Electronic Documents Act* (PIPEDA) through our policy and procedures.

## IDENTIFYING PURPOSES

We collect information to provide services; to administer the program, property, and finances; to promote and fundraise.

## CONSENT

Consent will be obtained before or at the time of collection. Where possible and appropriate, we will obtain express consent and state our intended use of your personal information either orally, electronically, or in writing; in some cases, implied consent will be assumed.

A person may withdraw his or her consent at any time, subject to legal or contractual restrictions and reasonable notice. Our ability to provide services to individuals may be adversely affected by such withdrawal of consent.

## LIMITING DATA COLLECTION

We will limit our collection of personal information to that which is necessary to fulfill the purposes stated above. We are committed to collecting personal information in a fair, open, and lawful manner.

## LIMITING USE, DISCLOSURE, AND RETENTION

We will use personal information only for the purposes identified at the time of collection. If we would like to use your personal information for a reason other than its original purpose, we will contact you first to request permission.

Your personal information will be appropriately disposed of as soon as the purpose for which it was collected is no longer relevant, except as required by law or other industry record-keeping standards.

We may share your personal information with third parties who perform services for us or on our behalf for any legitimate purpose allowed under the applicable laws and regulations, including for technical support or security purposes. If we disclose your personal information in this manner, the third-party recipients of your personal information will be bound by the terms of this policy.

## ACCURACY & ACCESS

We strive to keep information up-to-date and accurate. If you would like access to your personal information to verify its accuracy, please contact the Privacy Officer. You have the right to be informed of the existence, use, and disclosure of your personal information. We will update your personal information as appropriate in a timely manner.

## SAFEGUARDS

We protect your personal information with security safeguards that are appropriate to the sensitivity of the personal information. This safeguarding may include physical measures such as locked file cabinets, locked rooms or buildings, restricting access to digital files, or technological measures such as security software.

Staff and volunteers have access only to personal information that is relevant to their role.

## OPENNESS AND TRANSPARENCY

The Privacy Policy is publicly posted on our website and is otherwise available upon request. All staff receive a copy of this policy and are given training on how to implement this policy in their role.

## COMPLAINTS ABOUT COMPLIANCE

If you believe we have been lax in our handling of your personal information, please contact the Privacy Officer. The Privacy Officer will make every effort to address your concerns. If this does not satisfy the complaint, the issue will be taken to the Board of Directors for further processing and action.

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## CONTACT

To contact our Privacy Officer, please contact [office@cranelakediscoverycamp.org](mailto:office@cranelakediscoverycamp.org) or call 519-465-4642.

Written requests can be submitted to:

Privacy Officer  
PO Box 354  
Elmira, ON  
N3B 2A7