



Freedom of Information and Privacy Policy

1.0 Introduction:

Lakeridge Health Foundation (the “**Foundation**”) realizes how important it is to our donors to have their privacy protected. We are committed to preserving donor trust and undertake to safeguard the information provided to us in a responsible manner and in compliance with S 39(2) of the Freedom of Information and Protection of Privacy Act.

Please note that names, addresses and telephone numbers as published in telephone/business directories are publicly available and not considered personal information.

What We Do with The Personal Information Collected by the Foundation:

We do not rent, trade or sell our donor lists. The personal information provided to us (used to distinguish and identify you specifically) is collected, used and disclosed only for the purpose of:

- Processing donations
- Keeping donors informed of our activities, and
- Seeking donor support to improve health care in Durham Region.

We have implemented safeguards to ensure that donor personal information is only accessed to the extent necessary to pursue our mission and donors have the right to restrict our use of said personal information; for instance, limiting future contact. Donors also have the right to access their personal information at all reasonable times to ensure its accuracy and to edit the information where necessary.

Donors may limit or opt-out of future contact by the Foundation by contacting us at foundation@lh.ca.

Electronic Commerce and Website:

Secure websites and password protocols are used to protect personal information when a donation is made on-line or an item, ticket or sponsorship purchased on-line. Our software is routinely updated to maximize protection of such information.

How to Reach Us:

If donors have any questions about our privacy protocol, or would like to learn more about our privacy policy, contact the Privacy Officer, (905) 433-4339 or email us at foundation@lh.ca, or write to us at: Lakeridge Health Foundation, 1 Hospital Court, Oshawa, ON, L1G 2B9

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1. Preamble:

1a. Statement of Purpose:

Our purpose is to maintain and enhance the relationship of trust we have established with our donors by protecting the “personal information” that is collected by the Foundation.

“Personal information” means recorded information about an individual, including any information that can be used to distinguish, identify or contact a specific individual. This can include:

- I. Age, gender, marital or family status of the individual;
- II. Information related to the educational, employment or financial (e.g., donation) transactions involving the individual;
 - a. Photographic image, correspondence or other identifier concerning the individual;
 - b. Home/business address, personal/business e-mail and telephone numbers of the individual;
 - c. Correspondence or other communications received from the individual that is implicitly or explicitly confidential and replies to them would reveal the contents of the originals;
 - d. The individual’s name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.



1b. The Basic Principles:

We adhere to the following Basic Principles:

- I. As set out at S. 39(2) of the Freedom of Information and Protection of Privacy Act;
- II. As set out in the Donor Bill of Rights;
- III. As set out in the Association of Fundraising Professionals Standards of Professional Practice and Code of Ethics;
- IV. As set out in the ethical standards of Imagine Canada;
- V. As set out in the Ontario Personal Health Information Protection Act, 2004
- VI. As set out in the ten principles of the Canadian Standards Association Model Code for the Protection of Personal Information (CAN/CSA – Q830-96).

1c. Scope of Policy:

Our policy applies to all individuals involved with the Foundation. This includes all staff, Board of Directors, Committee members, volunteers, Trustees and third party merchandise/service providers.

Our policy covers all personal information received by us relating to: current donors, prospective donors, ticket purchasers, and volunteers, which is in our possession and under our control, without regard to the information format (ie. verbal, paper, or electronic).

1d. Nature of the Access Right:

We will make available upon reasonable request all personal information we have in our possession and control with respect to the individual making the request. All requests should be made in writing and be directed to the Foundation's Privacy Officer.

2. Protection of Personal Information:

2a. Consent:

In general, receipt of a donation by the Foundation, or the use of products or services by a donor constitutes implied consent to collect, use and disclose personal information for all identified purposes.

Our identified purposes are as follows:

- I. To process donations;
- II. To keep donors informed about Foundation activities;
- III. To request support for our mission to improve health care in Durham Region, to prepare and distribute newsletters, stewardship reports, etc;
- IV. To promote public education, advocacy and donor cultivation.

The Foundation reserves the right to expand its list of identified purposes upon notice to donors.



Donors have the right to withdraw consent at any time and the Foundation will comply with that request upon reasonable notice. There may be instances where the Foundation cannot comply with such a request, ie. where the Foundation has been compelled to disclose personal information to comply with a subpoena, or court order, or as may otherwise be required or authorized by law.

2b. Collection of Personal Information:

We only collect the personal information we need for the purposes identified. (See Paragraph 2(a)).

- I. Personal information will be collected from the individual directly to the extent possible;
- II. The nature of the information collected will be limited to the minimum required to satisfy the purpose;
- III. We may receive contact information name and address only on patients from Lakeridge Health;
- IV. Patients have the right to notify us that they do not wish Lakeridge Health to share this information with us;
- V. We may also obtain personal information from any other source deemed necessary to advance our mission to improve health care in Durham Region

2c. Children and the Collection of Personal Information:

Our website and printed material content is not directed toward children who are under the age of 16. We do not knowingly collect personal information from children. If we or our vendors become aware that a child has provided us with personal information without parental consent, that information will be deleted from our databases. If you have questions about personal information that may have been submitted by a child, please contact the Privacy Officer, (905) 433-4339, or email us at foundation@lh.ca or write to us at: Lakeridge Health Foundation, 1 Hospital Court, Oshawa, ON, L1G 2B9

2d. Use of Personal Information:

Except with consent (or as required by law) personal information collected by the Foundation will only be used or disclosed for the purposes for which it was collected as more specifically itemized at Paragraph 2(a).

2e. Disclosure of Personal Information:

- I. We do not barter, sell, rent or lease our donor or ticket purchaser lists;
- II. Only our employees with security clearance (user ID and password) and authorized agents are granted access to personal information about donors and ticket purchasers when the information is necessary for Foundation business and mission purposes;
- III. Such employees and authorized agents (e.g. vendors and service providers) having access to such personal information are required to enter into confidentiality agreements/Non-Disclosure Agreements to ensure the protection of the information you choose to share with us;



- IV. An employee or agent who knowingly violates our privacy policy shall have their employment terminated. We take this obligation to donors very seriously;

2f. Security of Personal Information:

The Privacy Officer also establishes and monitors the security safeguards in place to protect personal information against the risks of theft, loss, unauthorized access and use, unauthorized disclosure, unauthorized modification or destruction. This includes, without limitation, the following:

- I. Provision of privacy training to employees, agents and any other individual granted access to personal information;
- II. Review of security safeguards on an ongoing basis to ensure they are appropriate given the sensitivity of the information;
- III. Ensuring contractual agreements (including employment contracts and agreements with third party product/service providers) include appropriate confidentiality clauses;
- IV. The implementation and enforcement of the following protection measures:
 - a. Physical – i.e. locked filing cabinets, restricted office access
 - b. Technological – user ID, encryption, firewalls, spot audits and passwords;
 - c. Organizational – access limited to individuals on a “needs – to –know” basis bearing in mind the purpose and our mission.

2g. Access and Correction Rights:

The Privacy Officer acts as adjudicator on all information privacy and security matters. This Officer is authorized to assist in solving problems and implementing improvements with respect to the information privacy and security procedures of the Foundation. This Officer is required to respond to all requests for access to information/correction of information within thirty (30) days. A request must be made in writing and can be completed on line by visiting www.lhfoundation.ca, or in person at our office located at 1 Hospital Court, Oshawa, ON, L1G 2B9. Every person who is given access to their personal information pursuant to such a request is entitled to:

- I. Request in writing for the removal of their personal information from the Foundation’s database and that no further information be shared by Lakeridge Health with the Foundation;
- II. Where the person reasonably believes that there is misinformation or an omission has been made to request a correction of the personal information;
- III. Require that a written explanation be attached to the information disclosed in the event any correction is requested but declined.

An appeal from the decision of the Privacy Officer will be forwarded to the Chief Executive Officer of the Foundation. (See Paragraph 3.b)

If not satisfied with the manner in which our Privacy Officer, Chief Executive Officer, or the Foundation has responded to a request, individuals have the right to contact the Privacy Commissioner of Canada at:



112 Kent Street
Place De Ville
Tower B, 3rd Floor
Ottawa, ON, K1A 1H3
Tel: 1-800-282-1376
Fax: 613-947-6850

2h. Exemptions from the Right to Access:

The Foundation shall not be required to disclose personal information:

- I. If it is evaluator or opinion based and is used solely for the purpose of determining eligibility, suitability, or qualification for employment, promotion or the awarding of a contract with the Foundation;
- II. Where the disclosure is likely to reveal the source of the information and the identity of which was assumed to be held in strict confidence;
- III. That is statistical or research information.

3.0 Policy Administration:

3a. The Privacy Protection and Freedom of Information Officer: (Privacy Officer):

The CEO of Lakeridge Health Foundation shall appoint the Privacy Protection and Freedom of Information Officer. You can reach the Privacy Officer at (905) 433-4339, or online at foundation@lh.ca.

- I. This Officer shall be responsible for overseeing compliance by the Foundation with the policies stipulated herein;
- II. This Officer shall receive requests for access to information and correction of personal information and shall respond to same within thirty (30) days of receipt of written request (which can be made on line).
- III. This Officer shall adjudicate each request and in the event of a refusal provide written reasons for such refusal to the person making the request along with a written explanation of the appeal procedure available.

3b. Complaints, Investigations and Recommendations:

The decision of the Privacy Officer shall be appealable to the Chief Executive Officer of the Foundation whose duty it shall be to complete an investigation of the complaint and determine whether there has been compliance with this Policy. The decision and any recommendations with reasons of the Chief Executive Officer shall be in writing and a copy provided to both the Officer and the complainant.

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3c. Procedures for Accessing Records:

Persons seeking access to their personal information in the custody and control of the Foundation shall make a request in writing to the Privacy Officer either in person at 1 Hospital Court, Oshawa, Ontario, or online to foundation@lh.ca and provide sufficient information to the Officer to facilitate retrieval of said information.

The Officer shall respond to all written requests for access to personal information in a timely fashion and within thirty (30) days of receipt of said written request.

3d. Fees – There Shall be No Fee:

The Foundation shall not require any person who makes a request for access to their personal information or for correction of that information to pay any fee.

Every donor, potential donor, ticket purchaser and potential purchaser shall be entitled to free access to their personal information within the care and control of the Foundation.

This policy will be binding and survive any renamed organization.

This is a public document in the 'Accountable to You' section of the website.