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## 1. Purpose and Scope

Simcoe Muskoka Family Connexions ("we," "us," or "our") is committed to protecting the privacy of our donors and maintaining the confidentiality of their personal information. This privacy policy outlines how we collect, use, disclose, and store donor information. By donating to Simcoe Muskoka Family Connexions, you agree to the terms and practices described in this policy.

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## 2. Collection of Information

We collect personal information from donors for the purposes of issuing tax receipts and keeping donors informed about our programs and donation opportunities. The information we collect may include:

- Full Name
- Contact information (address, phone number, email)
- Donation amount and date

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## 3. Use of Information:

The information collected from donors is used for the following purposes:

- Issuing tax receipts in compliance with applicable tax regulations.
- Providing updates on our programs, events, and donation opportunities.
- Communicating with donors regarding their donations and any related inquiries.
- Conducting donor surveys or research to improve our fundraising efforts and donor experience.

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## 4. Storage and Security:

Donor information is stored securely within "DonorPerfect", Simcoe Muskoka Family Connexions' donor management database. We maintain appropriate technical, physical, and administrative safeguards to protect donor information from unauthorized access, use, or disclosure.

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## 5. Third-Party Access and Disclosure:

We do not share donor information with third parties. Certain employees of Simcoe Muskoka Family Connexions may have access to donor information in the course of their duties. We restrict access to authorized personnel only, and they are bound by confidentiality obligations.

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## 6. Retention Period:

Donor information will be retained for up to ten years after the donation is made. This allows us to maintain accurate records, process any follow-up inquiries, and provide updates on our programs and initiatives.

## Donor Privacy Policy

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### 7. Compliance with Applicable Laws:

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We comply with all applicable privacy laws and regulations governing the collection, use, and disclosure of donor information.

### 8. Your Rights:

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As a donor, you have the right to:

- Access and review the personal information we hold about you.
- Request corrections to inaccurate or incomplete information.
- Withdraw your consent for the collection, use, or disclosure of your personal information.
  - Note: This does not apply for tax receipts as we are required by law to keep this information.

To exercise your rights or make inquiries about your personal information, please contact our Donations Privacy Officer using the contact details provided at the end of this policy.

### 9. Changes to the Privacy Policy:

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We may update this privacy policy from time to time to reflect changes in our practices or legal obligations. Any updates will be effective upon posting the revised policy on our website. We encourage you to review this policy periodically

### 10. Contact us:

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If you have any questions, concerns, or requests related to this privacy policy or the handling of your personal information, please contact our Donations Privacy Officer at:

Privacy Officer – Simcoe Muskoka Family Connexions  
Address: 60 Bell Farm Rd. Unit 7 - Barrie, On, L4M 5G6  
Email: [Gordon.hill@familyconnexions.ca](mailto:Gordon.hill@familyconnexions.ca)  
Phone: (705) 791-3563

Please allow 2-4 weeks for us to respond to your inquiries.

By donating to Simcoe Muskoka Family Connexions, you acknowledge that you have read, understood, and agreed to the terms of this privacy policy.