

# Youthdale Treatment Centres Foundation

## Privacy Policy

Your privacy is of prime importance to us and the Youthdale Treatment Centres Foundation is committed to ensuring it is protected. Our Privacy Policy, developed in accordance with Canada's Personal Information and Protection and Electronics Document Act (PIPEDA, January 2004), identifies how we ensure your privacy and the confidentiality of your personal information and opinions are protected. It outlines what personal information we may collect, and how we use or restrict the use of your personal information and opinions.

### Collection and Use of Your Personal Information

We request information, some of which may be personal, when you sign up to receive information, donate, volunteer with us, or engage in certain other activities on our website. It's up to you to decide whether to proceed with any activity that requests personal information.

The Youthdale Treatment Centres Foundation typically collects, uses, and discloses your personal information to:

- Establish and maintain communication with you, including responding to your inquiries
- Deliver newsletters and other Youthdale updates
- Deliver tax receipts
- Send out donation requests
- Process incoming donations
- Meet any legal, regulatory, processing, or security requirement that requires the use or disclosure of your personal information

Physical addresses and e-mail addresses submitted to us are saved in accordance with our internal policy and guidelines. If you choose to provide us with personal information by mail or e-mail, we use that information to respond to your message and to help us get you the information you have requested. Addresses are also saved and added to our list server which we may use to provide updates about what's going on at Youthdale, or to make donation requests. If you do not wish to receive these messages, you may unsubscribe at any time by contacting us at [foundation@youthdale.ca](mailto:foundation@youthdale.ca).

We only use your personal information for the purposes stated above, and under no circumstances will we sell, trade or rent your personal information to third parties.

### Refund Policy

Unfortunately, The Youthdale Treatment Centres Foundation does not issue refunds of donations.

### Use of Cookies

The Youthdale Treatment Centres Foundation's web site may use cookies to identify unique visitors to our sites and track general user trends and patterns. A cookie is a small piece of information sent to your computer from a website through your browser program that is stored on your computer. Cookies help you access pages faster and allow our server to recognize you as you move from page to page. It is retrieved automatically whenever you return, and some of its contents are stored in log files that are then used to generate periodic statistical reports. These reports help us evaluate and improve our Web site and other services by tracking general

indicators such as the total number of visitors, total pages viewed, most popular documents retrieved, etc. If you choose not to accept cookies, some sections of our site may not be available to you.

### **Disclosure of Personal Information**

Canadian law dictates that we may disclose personal information without consent for law enforcement and national security purposes, for debt collection, to a lawyer representing our organization, and in an emergency where an individual's life, health, or security is threatened.

### **Policy Updates and Changes**

Youthdale Treatment Centres Foundation may change this policy from time to time. We will never share your personal information with third parties, regardless of any other changes made to our privacy policy. You will be notified of any changes made to this statement, and at that time we will ask for your consent if required by law.

### **Comments**

Your privacy is important to us. We welcome comments and questions about our policy. Please contact [foundation@youthdale.ca](mailto:foundation@youthdale.ca).