

# Privacy Policy

Wellchild Niagara is committed to protecting the privacy, confidentiality, and security of personal information entrusted to us by program participants, members, donors, staff, volunteers, and the broader community. This Privacy Policy outlines how personal information is collected, used, disclosed, stored, and protected in accordance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and applicable Ontario legislation and best practices.

**Personal information** refers to any information about an identifiable individual, including contact details, dates of birth, emergency contacts, health or accessibility information, payment information, and other information required to deliver our programs and services. Some information, such as child-related or health information, is considered sensitive and is subject to a higher level of protection.

Wellchild Niagara collects personal information only for purposes that are reasonable and necessary to carry out its mandate. These purposes include program registration and participation, membership administration, donation and payment processing, communication and outreach, employment and volunteer management, safety and emergency response, child protection obligations, and compliance with legal and regulatory requirements. Wherever possible, personal information is collected directly from individuals and only with appropriate consent.

Consent for the collection, use, and disclosure of personal information is obtained in an informed manner, except where permitted or required by law. Consent may be express or implied, depending on the context and sensitivity of the information. For children and youth, consent is obtained from a parent or legal guardian unless otherwise permitted by law. Individuals may withdraw their consent at any time, subject to legal or contractual limitations.

Personal information is used only for the purposes for which it was collected and is not sold or traded. Information may be disclosed to trusted third-party service providers, such as registration platforms or payment processors, strictly as necessary to deliver services, or when required by law, including in situations involving child protection, public safety, or court orders. In emergency situations, information may be disclosed to protect the health or safety of individuals. All third-party service providers are expected to maintain appropriate confidentiality and security safeguards.

Wellchild Niagara takes reasonable administrative, technical, and physical measures to safeguard personal information against loss, theft, unauthorized access, disclosure,

copying, or modification. Access to personal information is limited to individuals who require it to fulfill their responsibilities. Sensitive information, particularly information relating to children and health, is subject to enhanced safeguards.

Personal information is retained only for as long as necessary to fulfill the purposes for which it was collected or as required by law. When personal information is no longer required, it is securely destroyed or anonymized. Reasonable efforts are made to ensure that personal information is accurate, complete, and up to date, and individuals are encouraged to notify Wellchild Niagara of any changes.

Individuals have the right to request access to their personal information and to request corrections where information is inaccurate or incomplete. Requests must be made in writing and will be addressed within a reasonable timeframe in accordance with applicable legislation.

Wellchild Niagara's website and digital platforms may collect limited technical information, such as IP addresses or usage data, to improve user experience and communications. Third-party platforms used by Wellchild Niagara, including website, payment, and email service providers, manage personal information in accordance with their own privacy policies and applicable laws.

In the event of a privacy breach involving personal information, Wellchild Niagara will take immediate steps to contain the breach, assess potential risks, notify affected individuals and authorities as required by law, and document corrective actions.

The **Executive Director** of Wellchild Niagara serves as the organization's **Privacy Officer** and is responsible for overseeing compliance with this Privacy Policy. Questions, concerns, or requests related to privacy may be directed to:

**Rachelle Gibbs**

Executive Director & Privacy Officer  
Wellchild Niagara  
Email: [wellchildniagara@gmail.com](mailto:wellchildniagara@gmail.com)

This Privacy Policy is reviewed periodically and updated as necessary to ensure ongoing compliance with legislation, organizational needs, and best practices.