



VICTORIA WOMEN IN NEED COMMUNITY COOPERATIVE PRIVACY POLICY

For internal use only:

Customer / Donor Program Participant

Your privacy is important to WIN (referred to as “we”, “our” or “WIN” in this policy and includes the WIN Resale Shops). The purpose of this policy is to set out the personal information we collect about you, how we use it, whether we disclose it to anyone else, how long we keep it, how we destroy it, and how you can request access to your personal information or obtain more information about our privacy policy.

Definitions

Personal information means any information about you, by which you could be identified. It does not include contact information. Contact information means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of an individual.

Accountability

We are responsible for the personal information under our control and ensuring that it is accurate and complete. Shoko Sato is the Privacy Officer for WIN and she is responsible for our compliance with this policy and with the *Personal Information Protection Act*. If you wish to contact her you can:

- Phone: 250-480-4006, extension 203
- Fax: 250-412-0654

- Email: shoko@womeninneed.ca
- Write: 785 Pandora Avenue Victoria, BC, V8W 1N9

What personal information may we collect?

The information we collect will depend on your relationship with WIN (i.e. donor, customer, Program Participant) but may include:

- Customers / Donors
 - Your name, address and telephone number
 - Email address
 - Language Preferences
 - Credit card information
- Program Participants:
 - Your name, address and telephone number
 - Email address
 - Language Preferences
 - Occupation
 - Your mother's maiden name
 - An ID number
 - Date of birth
 - Social Insurance number

The security of your personal information is important to us

Your personal information is used by us only for the purpose(s) for which we collect it, and access to your personal information is limited to those managers and supervisors of WIN who need to have access to it.

How do we use your personal information?

The information we use will depend on your relationship with WIN but may include:

- If you participate in our programs we may use your personal information for the purposes of administering that program
- If you participate in our contests, for as long as the contest lasts and for internal survey purposes. If we have your consent, we may use your personal information for donation drives

How do we store your personal information?

All personal information is kept in a secure location.

Withdrawal of consent

If you no longer consent to WIN collecting, using or storing your personal information, you must provide written withdrawal of your consent to our Privacy Officer.

Sometimes we have to share your personal information with others

- As required by law
- In case of accident or injury to the appropriate authorities
- In all other cases, your consent would be required to divulge any of your personal information

How long do we keep your personal information?

- We retain financial information for seven years as required by the *Canada Customs and Revenue Agency*.
- If you participate in our programs we may use your personal information for as long as you are in the program and seven years after you leave the program.
- We retain your personal information for one year after you leave our program. If there are legal requirements relating to the period of time that we must retain your personal information, we comply with those requirements. With your consent, we keep personal information that would allow us to contact you for future program opportunities.

How do we destroy your personal information?

Once we are no longer required to retain your personal information or employee personal information, WIN takes steps to ensure that all documents are destroyed in an appropriate manner and in accordance with the *Personal Information Protection Act*.

You can request access to your personal information

You have the right to access the personal information we have about you and to request corrections to any information that you believe to be

inaccurate. If you wish to access or correct your personal information you should contact our Privacy Officer who will be pleased to assist you.

Process for dealing with inquiries

All inquiries regarding personal information, or our privacy policy will be dealt with in accordance with the *Personal Information Protection Act*. You can access a copy of that legislation at:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_03063_01

Although you are welcome to contact our Privacy Officer by telephone to answer any questions you may have, our Privacy Officer will require that all formal requests for information, correction of information or complaints be provided in writing. Written requests must contain:

- Your name and contact information
- Sufficient detail to enable WIN to identify you and the information you seek
- Any other information that WIN may reasonably require to respond to your request

WIN will make its best efforts to assist applicants with their requests and respond to written requests accurately and completely. All written requests will be responded to in a timely manner, and in any event no later than 30 days after the written request is received by WIN. WIN will respond, in writing, to all requests, even if WIN is not able to provide the information requested by the applicant.

Costs

WIN may charge you a minimal fee for photocopying if you request copies of your personal information. WIN will provide you with a written estimate before charging any such fees.

Questions and concerns?

If you have any questions or concerns about this Privacy Policy or about the collection, use or disclosure of your personal information or employee personal information by WIN, please contact our Privacy Officer.