



Villa Charities is Committed to Protecting Your Privacy

Villa Charities is committed to protecting the privacy of its donors, members and other individuals within the Villa Charities family of organizations (Villa Colombo Services for Seniors, Columbus Centre, Joseph D. Carrier Art Gallery, Caboto Terrace and Casa Del Zotto, Villa Colombo Vaughan Di Poce Centre, Casa Abruzzo, Ristorante Boccaccio, Villa Charities Foundation) about or from whom we collect personal information.

Villa Charities embraces the principles of the Canadian Standard Association Model Code for The Protection of Personal Information to ensure that all personal information is properly collected, appropriately secured and accessible only by designated staff and used only for the purposes for which it is collected, and disposed of in a safe and timely manner when no longer required.

Villa Charities is a vital non-profit organization dedicated to supporting a network of culture, social service and health organizations through fundraising and fund-distribution. We rely on the support of contributors, and achieve our fundraising objectives by engaging with and understanding our donors. Because we deal with individuals and information about those individuals, it is essential that we protect the privacy of that information.

The Privacy Principles

Our mandate is to maintain and enhance long-term relationships with our donors in order to support our family of organizations; an important aspect of these relationships is knowing the donors. We also recognize that information is precious and our donors trust us to treat that information appropriately; we are committed to protecting the confidentiality of this data. Villa Charities pledges to safeguard donors' personal information by adhering to the following 10 principles:

1. We are accountable for your personal information.

We are responsible for all personal information in our possession.

All employees and agents within the Villa Charities family of organizations are required to protect the confidentiality of your personal information. We take every precaution to ensure confidentiality of your information. The data you provide to us is used to assist in our campaigns, process and receipting of your donation, and responding to any of your requests.

We keep your personal information and the business you do with us in strict confidence.

Should and where we choose to have certain services provided by a third-party provider, we select the provider carefully. We take all reasonable precautions to ensure that the service

provider protects your personal information; these service providers enter into confidentiality agreements and do not keep any personal information on file.

2. We collect, use and disclose personal information only for certain purposes that we identify to you.

We collect, use or disclose personal information only to:

- Help us in fundraising
- Process and receipt your donation
- Provide you with information about Villa Charities
- Respond to any of your information requests
- With your consent, recognize you publicly for your donation
- Share the information with other members of the Villa Charities family of organizations at your request

We obtain personal information about you lawfully and fairly.

Personal information collected will be limited to that required for the purposes identified by us.

Villa Charities has various special events to build public awareness and raise additional dollars for our family of organizations. Some of these events require the gathering of personal information, and we will inform you of the purposes for which the information is being requested. We use this information only for purposes related to the event, and destroy it when it is no longer required.

3. We will obtain your consent.

We collect, use or disclose your personal information with your permission.

Your permission may be expressed in writing or be implied and you may give it to us verbally or electronically.

You may withdraw your permission to collect, use and disclose your personal information at any time subject to legal and contractual restrictions and reasonable notice. We will obtain your consent before making information available to third parties.

4. We keep your personal information accurate and up to date.

We maintain appropriate procedures to ensure that personal information in our possession is accurate and up to date. You are entitled to seek a correction of your personal information if you believe that the information in our possession is not correct.

If you believe any of the information we have collected about you is incorrect or incomplete, you have the right to ask us to change it or delete it.
If your personal information is inaccurate or incomplete, we will make the necessary changes.

5. We do not sell your personal information.

We share your personal information solely with other members of the Villa Charities family with your approval.

6. We will limit how long we keep information.

We will keep your personal information only as long as it is necessary to satisfy the purposes for which it was obtained or was required by law.

When we destroy personal information, we will use safeguards to prevent unauthorized parties from gaining access to that information during the process.

7. We safeguard your personal information.

Villa Charities will protect your personal information by safeguards that are appropriate to the sensitivity of that information.

Access to your personal information is restricted to staff and authorized members of the Villa Charities and its family of organizations, as required to complete their jobs.

We maintain appropriate technical and organizational safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, copying use or modification.

We have developed security procedures to safeguard and protect personal information against loss, theft, unauthorized access, disclosure, copying use or modification. We will maintain appropriate safeguards and security procedures that reflect the types of documents, including electronic or paper records, organizational measures including security clearances and limiting access on a need to know basis, and technological measures such as the use of passwords and encryption.

We collect only the domain names (e.g., Sympatico, Hotmail, etc) not the email address of visitors to our website. Donors on the site are linked to an industry standard secure payment service for credit card transactions. Our site uses “cookies” – small files containing information that track a visit to a website – in a session limited way. These temporary files follow the flow through the site in order to improve service to visitors, do not remain on our computer at the end of your visit, and cannot be used to obtain any personally identifiable details.

Your browser can be set to notify you before receipt of cookie, so that you can decide whether or not to accept it. You can also set your browser to turn off cookies, but if you do so, some areas of our site may not function properly.

8. We will be open about our privacy practices.

Villa Charities will make readily available to you specific information about our policies and practices relating to the management of personal information.

9. We allow you to access your personal information.

You may ask whether we hold any personal information about you, ensure that it is accurate and see that information, as provided by law.

You also have the right to know how we collected that information and how we are using it.

10. You may register a complaint.

You may register a privacy-related complaint by contacting Villa Charities Privacy Officer. We will explain our procedures and inform you about other complaint procedures available. We will investigate all complaints. If an objection is justified, we will take all appropriate steps to rectify the situation, including reviewing and amending our policies and practices if necessary. Personal information relating to volunteers, job applicants and employees are subject to similar protocols.

For more information, please Marc Cousineau at Villa Charities at (416) 789-7011 ext. 320 or by email at mcousineau@villacharities.com.

Villa Charities respects your privacy. We do not rent, sell, trade or otherwise share our mailing lists. The information you provide will be used to keep you informed of the activities of Villa Charities. If at any time you wish to be removed from our mailing list, simply contact Marc Cousineau at Villa Charities by telephone at (416) 789-7011 ext. 320 or by email at mcousineau@villacharities.com.