

The Ark Aid Street Mission, Inc.
696 Dundas St. London, ON N5W 2Z4

Privacy Policy

A) Public

The Ark Aid Street Mission shall hold all personal data in strict confidence and shall endeavour to ensure all such information is accurate and secure. Only such data as reasonably necessary for the operation and promotion of The Ark Aid Street Mission, such as address, email address and telephone number shall be collected and maintained. Credit card or banking information is not retained without specific instructions to do so to facilitate future donations. No personal data is retained by The Ark Aid Street Mission from visitors to our website. Computer files are password protected. Personal data is not stored online.

No personal data shall be given, rented, sold or transferred to any third party, except as may be provided in law. Third parties that The Ark Aid Street Mission may use to provide a service shall be required to sign a confidentiality agreement and provide assurance of their ability to maintain confidentiality whenever personal data from The Ark Aid Street Mission may be involved. Any use of personal data by The Ark Aid Street Mission other than the use intended when the information was collected shall require the explicit consent of the individuals involved. Such consent may be subsequently withdrawn.

Only those Ark Aid Street Mission employees who require access to personal data for their jobs shall have such access. Employees shall sign a confidentiality agreement. Volunteers who may have access to personal data shall sign a confidentiality agreement. Board members shall not disclose any personal or personnel information to anyone outside the Board. A breach of this policy may be grounds for discipline, demotion, or dismissal of an employee, volunteer or Board member, according to the By-laws, policies and procedures of The Ark Aid Street Mission..

Any individual whose personal data The Ark Aid Street Mission holds may request in writing at the above address to see that information and/or to whom the information has been disclosed. An individual may request The Ark Aid Street Mission to correct its records or delete the personal data. Such requests will be honoured as quickly as possible, usually within one week but taking no longer than thirty days. Information that may identify another person shall not be released and therefore may restrict the release of the personal information requested.

B) Employees

Employees have the right to expect that their personal information shall be held in confidence. Personal information shall not be shared with other employees beyond what is reasonable for the performance of the job or with anyone outside of The Ark Aid Street Mission except as provided by law or with the explicit consent of the individual. A breach of this policy may be grounds for discipline, demotion, or dismissal of an employee, volunteer or Board member, according to the Bylaws, policies and procedures of The Ark Aid Street Mission.

C) Promotion

Promotion of The Ark Aid Street Mission's ministry depends in part on telling individuals' stories. Care will be taken not to violate the privacy of the people we are trying to help. Permission from the person or their family whose story is to be told or whose image may be used will be secured. Facts will be double checked for accuracy. Nothing should be said or done to portray any person in a negative way. No personal information or image shall be presented of a person who has requested privacy. Photos shall not be taken of those who express reluctance of being photographed.

D) Enforcement

The person who is responsible for the implementation and monitoring of The Ark Aid Street Mission's privacy policy is the Executive Director. Periodic reviews shall be made of The Ark Aid Street Mission's policies and procedures to ensure that privacy is being adequately maintained. All employees and relevant volunteers shall be trained in The Ark Aid Street Mission's privacy policy. A file of confidentiality agreements shall be maintained.

All complaints or concerns regarding privacy shall be directed to the person responsible for implementing this policy. If outstanding issues still remain after having been dealt with by the person responsible for implementing this policy, appeal may be made in writing to the President of the Board of Directors.

Revised: August 2010