



## **Privacy Policy**

### **Haven Foundation (The Haven)**

**haven.ca**

The essence of The Haven is human connection and recognition, supported by our structure and spirit. We operate a residential training centre providing high-quality, transformational learning experiences in a group setting. We promote self-responsibility, effective communication, healthy relationships and integration of body-mind-spirit through experiential learning. We operate with love, integrity and respect for humanity and our environment and we manage our resources responsibly and effectively.

To carry out our mission, it's important to communicate with you. And we're committed to respecting our relationship with you, whether close or distant.

This privacy policy reflects our best efforts to maintain this respect, while ensuring we can communicate broadly, personally and accurately in the most cost-effective way possible. It explains how we collect, use and safeguard your personal information.

#### **Information we collect and how we use it**

"Personal Information" is any information that can be used to identify (or infer the identity of) a specific person, including, for example, your name, address, birth date, gender, etc. In some cases, your computer's IP address can be considered personal information, as it may give some indication of your geographic location.

We may ask you for personal information in a variety of ways, including website forms, surveys, mail-in forms, over the phone and in person.

There are a range of reasons why we may ask you for this information, including: to process a donation or registration; to fulfill your subscription to an e-newsletter; to invite you to events; or to provide other information about The Haven which might interest you. We may also contact you by mail, email or phone.

Your choice to provide us with your personal information is at your discretion. You may always elect to withhold information. In some cases, we will require your personal information in order to fulfill something you've asked of us. For example, when you make a donation, we're required by law to take your full name and mailing address in order to send you a tax-deductible receipt.

#### **Cookies and data technology**

We use cookies and other technology on our websites to make them easier to use and so that we can learn about how you use them. Information collected this way may include (but is not limited to) your IP address and internet service provider, the type of web browser and operating system you used and which of our website pages you visited. We use links in our email newsletters to track open and click-through rates to help us learn what appeals to you most.

In some cases, interacting with our web sites, social media accounts or emails provides us with "anonymous" data, such as IP address, link clicks, page visits, the time spent on a page, etc. We use Google Analytics on our website to learn where you are, when you're using our site and what content you find most interesting. This helps us stay relevant.

It's possible for us to put anonymous data together with personal information you give us to find out more about you. This helps us respect what we know about you. We try our best to avoid sending irrelevant or too many emails.

### **Use of third parties**

In many cases, we don't actually collect and store personal information in our systems, but instead use a third-party. For example, we use Survey Monkey to send out surveys, Formstack to provide online forms and Mailchimp for email newsletters.

Such services have resources dedicated to maintaining security and confidentiality, and we ensure that any third-party partner has written policies about never sharing your information with anyone other than Haven Foundation.

### **Donation and credit card information**

In order to donate to us, you may need to provide your credit card information. In the case of donations made online, Haven Foundation does not collect your credit card information. This information is collected and processed by Moneris eSelect – a third-party, PCI-compliant service.

Donations made by credit card in person, through the mail or by phone are stored in the PCI-compliant Moneris vault and processed by our staff using Moneris eSelect services.

Donations made through CanadaHelps are receipted by them and your credit card details are handled by their own PCI-compliant service. Donations made through PayPal are receipted by Haven Foundation and your credit card details are handled by their own PCI-compliant service.

### **Other credit card information**

We do not store credit card information from payments made in person. When credit card information is provided to us in other ways (e.g. by phone) to make a payment for registering for a program or any other purchase, that information is stored in the PCI-compliant Moneris vault and processed by our staff using Moneris eSelect services.

### **A word on fundraising**

As a registered Canadian charity, we cannot do our work without the financial support of our many generous donors. We do our best to reach out to as many possible individual supporters as we can. Our donors allow us to continue our important work. You may opt out of fundraising communications at any time by contacting Louise Amuir at [louise@haven.ca](mailto:louise@haven.ca)

### **Links to other websites**

Our website contains links to websites owned and operated by other organizations. They may have their own privacy policies and terms and conditions and are not governed by this policy. We encourage you to carefully review the privacy policy and terms of use of each website you visit.

## **What you need to know about consent**

By providing personal information to us, you allow "deemed" consent to the collection, use and disclosure of your information in accordance with this policy.

We respect your right to control your personal information — please contact us immediately if you want us to stop using it in any particular way. We will fulfill your request in the timeliest way possible.

Please note: In order to adhere to Canada Customs and Revenue Agency rules, we are required to maintain donation records and are not allowed to remove this information from our internal records, even at your request.

Please also note: We may be unable to provide you with certain information or services if you do not give us specific personal information. For example, we cannot issue you a charitable tax receipt if you don't provide your address, or send you an e-newsletter if you don't share your email address.

## **Updating your consent**

If you would like to stop receiving email newsletters from us at any time, click the unsubscribe link at the bottom of the newsletter or you can reply to the newsletter and type "unsubscribe" in the subject line.

If you would like to stop receiving mail from The Haven please notify us at [info@haven.ca](mailto:info@haven.ca) or 1 800 222 9211 x222.

Upon reasonable request and notice, you may view and have corrections made to the personal information we hold about you, subject to any legal or contractual restrictions. If you are aware of any inaccuracies in the personal information we hold about you or to remove all of your information from our databases, please contact us at [info@haven.ca](mailto:info@haven.ca)

## **Ways to prevent us from collecting "anonymous" data**

Our websites use cookies and JavaScript-based tracking scripts to collect the anonymous data referred to above. To stop this from happening, adjust your web browser's "cookie", "cache" and JavaScript settings. Please note that doing so may affect the performance of our web properties, and in some cases may completely prevent you from using some of our pages and forms.

## **Information we share**

In order to communicate with you, we sometimes work with external organizations and have them contact you on our behalf. We require them to take measures to properly safeguard your information and only use it for the purpose specified by us, in a manner consistent with this policy.

For example, we work with a mailing company that sends out our program catalogues. We give them a list of names and mailing addresses of people we want to contact. They sort the lists, print the letters, stuff the envelopes and drop the mail off at Canada Post, who delivers it to your door. Another example is that we use Mailchimp to send out our e-newsletters.

## **Email addresses and mailing addresses**

We do not sell or exchange email addresses or mailing addresses with other organizations.

### **How we keep your information secure**

We endeavour to maintain appropriate physical, procedural and technical safeguards for your personal information. Some information we collect may be stored and processed on servers located outside your jurisdiction of residence, including outside your country. As a result, this information may be subject to disclosure to governments, courts or law enforcement agencies in those areas, according to their laws, without notice to us or you.

### **Policy updates and changes**

We may change this policy from time to time without notice. Changes will be reflected on this page.

### **Need more information?**

For further information, please contact our Privacy Officer at Warren@haven.ca or by mail to:

Warren Fraleigh  
240 Davis Road  
Gabriola, BC V0R 1X1  
Canada

This document is available to the public and explains how we collect, use and disclose information, in accordance with this policy, the Personal Information and Electronic Documents Act, the Personal Information Protection Act and other relevant legislation.