

## **VG4A policy on protection of privacy, the use of our website, and electronic communications**

VG4A (Victoria Grandmothers for Africa) is committed to safeguarding the personal information entrusted to us by our members, supporters, and people who purchase tickets and make donations to our fundraising events. Personal information is information that can be used to identify, locate, or contact an individual. In VG4A this includes names, home addresses, email addresses, and phone numbers provided by members, supporters, and donors.

### **Collection, use, and disclosure**

1. **Members:** We collect only the personal information that we need for someone to become a member of VG4A, maintain their membership, and participate in our fundraising, educational, and social activities.
2. **Supporters:** We collect only the personal information that we need to inform them about our fundraising and educational events.
3. **Ticket purchases:** People can purchase tickets to our fundraising events via e-transfers, cheques, or website payment. We collect only the information we need to provide them with their tickets.
4. **Sales of crafts:** We sell crafts at craft sales and other events and advertise our crafts on our website. The payment for crafts advertised on our website cannot be made online. Payment for our crafts may be made by cash, cheque, or e-transfer. We collect only the information needed to complete the transaction.
5. **Donors:** When people make donations to the Grandmothers to Grandmothers Campaign on our website they are taken to the Grandmothers Campaign website. The donation page links to the privacy policy of the Stephen Lewis Foundation (SLF), which is the applicable privacy policy as the donations are made directly to the SLF.
6. **Newsletter:** Our newsletter is only distributed to VG4A members via email. We also post it on the website, but it can only be accessed in the members only section. The home addresses of members who host meetings, craft making sessions, book clubs, or other activities are included in our newsletter.
7. **Online directory:** The names, phone numbers, and email addresses of members are contained in the online directory in the members only section of our website. Once a year, we distribute this information to the membership via email.
8. **Hearts 'n' Flowers:** The membership chair provides members' names, phone numbers, email addresses, and home addresses to the Hearts 'n' Flowers team, which supports and acknowledges members through such events as eightieth birthdays, celebrations, illness, hard times, and loss.
9. **Sharing:** We do not share members' contact information with other organizations, except for the SLF. Once a year, we provide the SLF with members' names and email addresses, but only for those members who have given us permission to share this information with the SLF.
10. **Cookies:** We do not place cookies on our website. However, to make the site work more efficiently and make users' experience of the site simpler to manage, Wild Apricot, the website provider, places cookies on the site. For a list of these cookies, follow this link:  
<https://gethelp.wildapricot.com/en/articles/120-cookies#w>
11. **Photos:** When acting on behalf of VG4A, members do not post photographs with children in them on any of the public sites that VG4A uses unless we blur their faces. This includes, but is not limited

to Facebook pages, posters, cycle tour fundraising pages, newsletters, and announcements. The members only page of our website does occasionally have photographs of children (such as those of the grandchildren who join the finale of the cycle tour) but these are only accessible to members.

## **Consent**

1. Consent by members to the collection and use of their personal information is obtained when they provide it to us voluntarily when they seek and maintain their VG4A membership and participate in our activities. This includes consent for us to take and use photos of them. We attach copies of this policy to the online profile that members are asked to complete before they join. We provide assistance in completing the online profile if requested. If someone emails us requesting a paper application we provide a copy of this policy with the application, which has a box that they must tick to provide consent for the collection and use of their personal information.
2. Supporters consent to the collection and use of their personal information when they contact us to change from being members to supporters.
3. In our working groups, members use personal emails to communicate with each other about the group's activities. If a member does not want the working group's distribution list to include their email address, they can contact the chair of the working group and ask that they be taken off the list.
4. Members' consent to the use of their email addresses to receive newsletters, meeting notices, event announcements, minutes, and other information related to VG4A activities is given when they join VG4A. If members no longer wish to receive VG4A emails, they may unsubscribe via the link provided at the end of emails sent via our website.
5. If members do not opt out of our practice of sending contact information to the SLF when they join, they may withdraw their consent later by contacting the membership chair.
6. If a member or supporter decides to withdraw their consent to certain uses of personal information, our ability to inform them of VG4A activities or their ability to participate in VG4A activities may be restricted. We will explain that to the member at the time of withdrawal.
7. VG4A does not send SMS (text) messages via our website.
8. If we wish to use or disclose members' or supporters' personal information for any new purpose, we will ask for their consent.

## **Accuracy**

1. We make every reasonable effort to ensure that personal information is accurate and complete. We rely on members to notify us if there is a change to their personal information. When they contact us with changes, updating their information is a priority.

## **Security**

1. The web-based software that we use for our website and to manage membership (e.g., process payments, send out emails, register event attendees) provides traffic encryption (https), which ensures that data entering and exiting the system is protected. The software also meets standards for protecting credit card data.
2. We will continually review and update our security policies and controls as technology changes to ensure the ongoing security of personal information.

## **Retention**

1. We retain personal information for a minimum of one year or as long as is reasonable to fulfil the purposes for which the information was collected. When members do not renew their membership within the current annual membership term, we destroy their personal information by the end of that annual membership term. When members resign, we destroy their personal information by the end of that year if they have been a member for more than one year. If they resign within the first year of membership, we destroy their personal information at the end of one year.
2. We will use appropriate security measures when we need to destroy personal information including shredding paper records and permanently deleting electronic records.

## **Access**

1. Members and supporters have a right to access their personal information. Inquiries about what personal information we have about members and supporters can be made by contacting the membership chair at [vg4amembership@gmail.com](mailto:vg4amembership@gmail.com). Such inquiries will be responded to within a reasonable time frame.

## **Questions and complaints**

1. Questions and concerns that members or supporters have about how VG4A collects, uses, or discloses their personal information may be addressed to our designated privacy officer, VG4A recording secretary at [vg4arecorder@gmail.com](mailto:vg4arecorder@gmail.com).