



Privacy Policy

Terra Centre for Teen Parents is committed to protecting the privacy of our employees, volunteers, participants, donors and other stakeholders.

Scope of Policy

This privacy policy relates to how we collect, use, transfer, store and disclose of personal information about our employees, volunteers, participants, donors and other stakeholders. The application of this privacy policy is subject to applicable laws including legislation, regulations and the orders or lawful requests of any courts or other lawful authorities.

Privacy Guidelines

We recognize the importance of personal information and commit to being responsible for the protection and fair handling of personal information at all times. Terra values the trust of those we interact with and understand that this requires that we are transparent and accountable about how we handle the personal information shared with us.

To ensure the highest standards related to personal information, Terra's privacy policies have been created in alignment with the fair information principles as outlined by the Personal Information Protection and Electronic Documents Act ([PIPEDA](#)).

Accountability

Terra is accountable for all personal information that is provided to us and shall remain responsible for that information if it needs to be processed by a third party.

Personal information can be defined as anything that can be used to distinguish, identify or contact an employee, volunteer, participant, donor and other stakeholders. Specifically, for donors, personal information also includes credit card and banking information, or any details relating to a donors' giving history at Terra.

Terra shall ensure that no one, including employees, board members, third party vendors or other stakeholders, disclose personal information for any reason. Terra's Privacy Officer shall be the main point of contact for any questions or matters related to information privacy or security.

For the purposes of this policy and all related privacy matters, "Privacy Officer" shall be used to describe the staff person designated by Terra who from time to time is responsible for Terra's collection, use and disclosure of personal information and confidential information, including compliance with privacy legislation. The Privacy Officer acts as the point of contact for all privacy questions and issues.



Collection of Information

The purposes for the collection of personal information shall be identified either before or during the time of collection. Terra may collect person information for a variety of reasons, including but not limited to participant records, employee records, registration for events, fundraising activities, donation administration, direct marketing and direct mail fundraising, agency communications and issuing tax receipts.

Any information collected by Terra shall be done so in compliance with all legal and regulatory requirements and will done so by fair and lawful means.

Consent

Terra defines consent as giving permission for the collection, use and disclosure of personal information for certain purposes. Consent can be either express or implied and can be given orally, electronically or in writing. Implied consent is consent that can be reasonably inferred from an action or inaction. Terra's definition of implied or express consent is based on the definitions per the Canadian Anti-Spam Legislation ([CASL](#)).

- a) **For donors:** By providing Terra with personal information in connection with charitable fundraising activities, donors are deemed to have given consent for such information to be used in processing your charitable donation. Donors also are deemed to consent being added to our contact database to receive news of our activities, to solicit further donations and to receive periodic updates on the impact of your donations.

All donors to Terra control what information is provided to Terra and can control how that information is used. For example, a donor can request anonymity or can opt-in to receive electronic communications.

- b) **For participants:** Participants must consent to receive services from Terra annually. Consent can be withdrawn at any time. Personal information collected for records will be accurate, appropriately protected and retained for reasonable purposes. Participant records are kept for seven years unless otherwise stated in consent for service or in a grant agreement.

Consent can be withdrawn at any time by contacting Terra. All electronic communications from Terra shall clearly indicate how to withdraw from receiving future communications.

Purposes Identified

Terra shall only use or disclose personal information for the purpose(s) that were identified at the time of collection, unless if required by law. Terra will not rent, sell or trade personal information to third parties. Terra will only keep personal information for as long as the information is required to fulfil the task that it was collected for.



Accuracy

Terra shall endeavor to ensure that all personal information is up to date and accurate. Employees, volunteers, participants, donors and other stakeholders may change or modify their personal information by contacting Terra's Privacy Officer. Terra will ensure that all requests for modifying personal information are updated in a timely manner.

Safeguards

Personal information held by Terra is protected with security safeguards appropriate to the sensitivity of the information. Personal information is provided on a need-to-know basis as appropriate. Providing staff members with access to personal information will be determined by the staff members' role within Terra as well as the purpose for access. Terra staff members are not permitted to access donor records or other records of personal information unless authorized.

When engaging with third-party service providers, Terra takes all precautions to ensure that all independent contractors or vendors sign confidentiality agreements and commit to protect any personal information shared with them. Terra also takes all reasonable precautions to ensure that third party service providers are compliant with applicable privacy legislation.

Terra collects and stores personal information in strict confidence. Terra has the following procedures in place to ensure personal information is safeguarded:

- Terra staff members agree through confidentiality agreements to conduct their day-to-day business to protect privacy and to ensure the confidentiality of personal information.
- All personal information collected and inputted electronically is retained on secured, confidential databases.
- Periodic audits shall be done on electronic records as required to ensure the protection of personal information.
- All hard copy personal information shall be stored in file cabinets that are locked when unattended.
- Efforts are made to ensure that personal information is not inadvertently disclosed to persons not otherwise entitled to receive such information.

Openness

Terra's practices relating to the management of personal information are available to all donors and members of the general public on Terra's website. Individuals who do not have access to the internet may contact the Privacy Officer to request a print version of this policy.

Any person may inquire with Terra to ask whether the agency holds any personal information with respect to that person. Terra's Privacy Officer shall respond to all such inquiries and take steps in accordance with this policy.



Cookies

This website uses cookies that collect anonymous traffic data to assist with web analytics.

Google Analytics

This website uses [Google Analytics](#) to track performance. Google Analytics uses [cookies](#) to track visitor sessions, visitors across multiple sessions and referral sources to our site. We also track the performance of promotional links to our site using Google Analytics. In compliance with the [Google Analytics Terms of Service](#), at no time is personally identifiable information (PII) passed to Google Analytics. Note that Google Analytics stores its data within the United States of America and is subject to US laws. We use this data to understand site performance to serve you better. Those wishing to opt out of Google Analytics data collection should use the [Google Analytics Opt-out Browser Add-on](#).

Canada's Anti-Spam Legislation – CASL

If you have previously opted into receiving email and other online communication from Terra in the form of newsletters, client surveys, emails about Terra events or important changes in the online industry, consent to online communication from Terra may be withdrawn by selecting the unsubscribe link at the bottom of our newsletters and surveys, or by emailing us to be removed from our list.

Challenging Compliance

Concerns about our compliance with this policy can be addressed in writing to our Privacy Officer at Terra Centre for Teen Parents, 9930 106 Street NW, Edmonton, AB, T5K 1C7 or by email to privacy@terracentre.ca. Terra will investigate all complaints. If a complaint identifies a gap in our privacy practices, we will take appropriate steps to remedy the situation, including changing our policies and practices if necessary.