



Box 1533, Lac La Biche, AB. T0A 2C0

PERSONAL INFORMATION PROTECTION POLICY

Lac La Biche Regional Health Foundation is committed to safeguarding the personal information entrusted to us by our donors and other stakeholders. We manage your personal information in accordance with Alberta's Personal Information Protection Act and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information. The policy applies to any person providing services on our behalf. A copy of this policy is provided to any donor or stakeholder on request.

What is personal information?

Personal information includes an individual's name, home address and phone number, age, gender, marital or family status, an identifying number, financial information, educational history, etc.

What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our donors, including personal information needed to:

- a) Accept credit card payments
- b) Address for issuing (tax) receipts
- c) Phone number and / or email address
- d) To invite you to our events
- e) To send 'thank you' letters.
- f) Meet regulatory requirements, example: reporting to Canada Revenue Agency re issuance of tax receipts

We may collect your information from other persons with your consent or as authorized by law. We will inform you before or at the time of collecting personal information, of the purposes for which we are collecting the information. However, we don't provide this notification when a donor volunteers information for an obvious purpose (for example, producing a credit card for an in-person purchase when the information will be used only to process the payment).

Consent

We ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume your consent in cases where you volunteer information for an obvious purpose.

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask donors to provide their consent orally (in person, by telephone), in writing (by signing a consent form, by checking

a box on a form, or electronically (by clicking a button). In cases that do not involve sensitive personal information, we may rely on “opt-out” consent.

A donor may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect your decision, but we may not be able to provide you with certain products and services if we do not have the necessary personal information.

We may collect, use or disclose donor personal information without consent only as authorized by law. For example, we may not request consent when the collection, use or disclosure is reasonable for an investigation or legal proceeding, to collect a debt owed to our organization, in an emergency that threatens life, health or safety, or when the personal information is from a public telephone directory or electronic data base.

How do we use and dispose of personal information?

We make every reasonable effort to ensure that client information is accurate and complete. We rely on our donors to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible.

In some cases we may ask for a written request for correction.

We protect client personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We will notify the Office of the Information and Privacy Commissioner of Alberta, without delay, of a security breach affecting personal information if it creates a real risk of significant harm to individuals.

We retain client personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

We render donor personal information non-identifying, or destroy records containing personal information once the information is no longer needed.

We use appropriate security measures when destroying client personal information, including shredding paper records and permanently deleting electronic records.

For more information regarding our privacy policy please call 780.404.4070 or email us at admin@llbhealth.com