



CSC Privacy Policy

Crisis Services Canada is aware that the security of your private information from the use of our website is an important concern. We take the protection of your personal data very seriously. Therefore, we would like you to know what data we maintain and what data we discard. With this privacy statement, we would like to inform you about our security measures.

COLLECTION OF DATA

You can use our website without disclosing your personal data. You are not required to provide personal information as a condition of using our site. When you use our website, we store data on our servers for various security purposes. This data may include the name of your internet service provider, the website that you used to link to our site, the websites that you visit from our site and your IP address. We use the information we record to help diagnose problems with our servers, to administer this website more effectively, and to gather broad demographic information about what countries and domains our visitors come from and their behavior on our site.

COLLECTION AND PROCESSING OF PERSONAL DATA

The CSC website collects personal data only when you choose to provide it to us, through our newsletter sign-up, inquires, requests, or donations.

The database and its contents remain at our organization and stay with data processors or servers acting on our behalf and responsible to us. Your personal data will not be passed on by us or by our agents for use by third parties in any form whatsoever, unless we are legally required to do so.

Contact information from these response forms is used to process donations and other information about Crisis Services Canada to our constituents. The visitor's contact information is also used to get in touch with the visitor when necessary in order to resolve any questions. Users may readily opt-out of receiving future communications. Financial information that is collected is used to bill the user for donations pledged. Unique identifiers may be collected from website visitors to assist in matching current donation information with donor history in our record systems.

We will retain control of and responsibility for the use of any personal data you disclose to us. Some of this data may be stored or processed at computers located in other jurisdictions, such as the United States, whose data protection laws may differ from the jurisdiction in which you live. In such cases, we will ensure that appropriate protections are in place to require the data processor in that country to maintain protections on the data that are equivalent to those that apply in the country in which you live.

PURPOSES OF USE

The data we collect through this website will only be used for the purpose of supplying you with the requested services or for other purposes for which you have given your consent, except where otherwise provided by law.

DATA RETENTION

We only retain personal data for as long as is necessary for us to render a service you have requested or to which you have given your consent, except where otherwise provided by law (e.g. in connection with pending litigation).

USE OF COOKIES

In some websites, so-called Cookies are used in order for us to improve the efficiency of your individual use of the website. Cookies are identifiers that our web-server could send to your computer in order to identify the computer being used for the duration of the session. Most browsers are set-up to accept these Cookies automatically. Crisis Services Canada uses cookies to recognize you when you return to our website. We use this only for the purposes of creating a more seamless visit for you by remembering your preferences from your previous visit. You can deactivate the storing of cookies at any time or adjust your browser to inform you before the Cookie is stored on your computer.

SECURITY

Crisis Services Canada uses technical and organizational security precautions to protect your data from manipulation, loss, destruction or access by unauthorized persons. Any personal data (biographical, credit card, and interest information) that is provided to Crisis Services Canada by you will be encrypted in transit to prevent its possible misuse by third parties. Our security procedures are continuously revised based on new technological developments.

CHILDREN

In light of the importance of protecting children's privacy, we do not collect, process or use on our website any information relating to an individual whom we know to be under 13 years old without the prior, verifiable consent of his or her legal representative. Such legal representative has the right, upon request, to view the information provided by the child and/or to require that it be deleted.

CHANGES TO THIS POLICY

The constant development of the internet requires occasional adjustments to our privacy statement. We retain the right to make changes when necessary.

CONTACT US

Please contact us with any problems, questions or suggestions that you may have.

Crisis Services Canada

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