



Rowan House Society Personal Information Protection

Rowan House Society is committed to safeguarding the personal information entrusted to us by the individuals we work with. This privacy statement outlines the practices we follow in protecting personal information. This privacy statement applies to Rowan House Society and to any person providing services on their behalf.

What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address, phone number, age, gender, etc.

What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services, fulfilling funding requirements, evaluating our services or communicating with donors. All interactions are collected and documented to:

- assess an individual for admission
- enroll an individual in a program
- provide program services
- provide organizational information
- provide acknowledgement and impact updates to donors

We normally only collect personal information directly from individuals accessing or supporting our services. We may collect your information from other persons with your consent or as authorized by law. We inform individuals, before or at the time of collecting personal information, of purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose.

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization.

We protect 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. When it comes to our donor lists, we do not sell, trade or otherwise share any individual's information.

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

Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by Rowan House Society, or about a request for access to your own personal information, please contact the Manager of Client Programs at 403-652-3316 ext. 213.