

Data Privacy Policy

Effective February 1, 2008

Last Updated October 2017



What is a Data Privacy Policy and why do we need one?

A Data Privacy Policy is a document that outlines how an organization collects, uses and discloses personal information concerning individuals in their community. Some aspects of a policy are mandated by the Canadian Government (The Privacy Act, PIPEDA) and some aspects are just plain ordinary good practice.

Our goal at The Meeting House is to care for you, to mobilize everyone in our community to become active Christ-followers, and to follow legislative guidelines. If you are affiliated with our church community (as a donor, volunteer, member, regular attendee, visitor, staff) we want you to know that we are committed to respecting your privacy when it comes to collecting information about you.

As we grow and engage in new ministries, we may need to modify this policy from time to time. Anyone can request a copy of this policy from the Privacy Officer listed at the bottom of the document.

What is personal information?

Personal information about you includes your full name, address, telephone number, date of birth, email address, and any other information that identifies who you are and would allow someone to contact you. Depending on your involvement with The Meeting House, personal information may also include banking information (if you are donating through automatic withdrawal) family relationships (such as marital status or who your children are) credit card information (if you use it for event registration) references and police security clearance information (if you are staff or volunteering in a role for which one is required).

What information do we collect and how do we get it?

The Meeting House collects your personal information directly from you* and only with your consent. This may be through filling out registration form for a ministry or event, signing up for a volunteer position, completing a survey, asking for information or follow up from our pastors or administrative staff, signing a membership form, making a donation for which you wish a tax receipt, requesting an automatic withdrawal of a donation, signing up for a class, joining a Home Church ... the list is endless!

Information collected is limited to that which is required to manage and serve you appropriately in a particular ministry, event, or function of the church. We are committed to collecting personal information in a fair, open, and lawful manner.

*Note: One exception is that if you donate money through United Way or Canada Helps, these organizations will provide us with your contact information for purposes of positively identifying you in our database along with your donation.

Once collected, the following personal information is stored in our data base:

- Contact and identification information (name, address, phone, email)
- Family status/structure if necessary and available

- Donation information (date of gift, amount of gift, fund you contributed to, name of spouse or partner if it was a joint gift)
- Financial information (payment methods and preferences, billing and banking information, chequing account transit numbers to process your donation). Credit card information is not retained on our data base
- Security clearance and screening information if you are a staff member or volunteer

How do we use and retain your information?

The Meeting House uses your personal information to respond to your requests for services and information, to keep you informed about church activities and news, to process donations and tax receipts, for establishing and maintaining a members list, and for fundraising activities.

There is other non-personal information we collect in order to function as a church and to provide quality pastoral care to our church community. This might include things like:

- Your volunteer positions and status so that we can plan and manage the volunteer schedule in various ministries
- Your Home Church affiliation so that we know you are connected in community and so that the Home Church leader can send you important information ‘
- Your Site affiliation so that the appropriate pastoral staff can support you
- Your registration and attendance at a training session or event so that we can plan and manage effectively
- Your feedback on surveys so that we can analyze aggregate information statistically
- Your status as an official member of The Meeting House for legal purposes and so that we know who can vote on matters of business

There are times when we need to understand overall trends and progress against goals. In these circumstances we will summarize personal and non-personal information to an aggregate level to form a larger picture view and make decisions accordingly.

We make every effort to keep personal information as accurate, complete and up-to-date as possible. It is kept only as long as it is needed for the reasons it was collected. The length of time we retain information varies, depending on the use and nature of the information. When it is no longer required for church purposes or to meet legal requirements, the information is physically destroyed, erased, or made anonymous.

We do not distribute, sell, or disclose your personal information to anyone or any organization outside of The Meeting House without your specific written consent, unless required to do so by law or regulation.

How do we secure your information?

All this information is encrypted both in transport and at rest, and is stored in a computer system hosted in a state-of-the-art datacenter designed to meet the highest standards for both physical and network security. Paper file storage is retained within locked filing cabinets with limited access by necessary staff. Only qualified staff and volunteer coordinators are given user id’s and passwords for accessing contact

information directly within the database for specific purposes and timeframes. The information available is restricted based on the needs of their role. All financial information is further restricted to our finance department staff only.

All staff and volunteers who may have access to your personal information are required to sign a data confidentiality agreement which confirms their understanding of this policy and their responsibility to protect your information accordingly.

Home Church Elders are able to access limited information about individuals in our community as required by the responsibilities of their role. All Home Church Elders are required to complete a screening process including a police check and signing a data confidentiality agreement.

How do you request changes to the collection and retention of your information?

We gain consent to collect your information by virtue of you providing it. However, you may withdraw your consent at any time, provided there are no legal or contractual restrictions on the data. You can do this by contacting the Privacy Officer below. We typically require 4 weeks notice for your request to be fully processed through our systems.

You can control the privacy settings of your information within the portal access to our database by creating an account and choosing the settings that work for you.

Who do you call if you have questions or issues regarding The Meeting House Privacy Policy?

If you wish to have access to your personal information, you must submit a written request (letter or fax). A response of the existence, use and disclosure of your personal information will be forwarded to you within 30 days. Any inaccuracy or incompleteness will be amended as required.

If you have any concerns or inquiries about the collection, use, disclosure, or retention of your personal information, please contact the Privacy Officer. This person will investigate your request and ensure that any issues are addressed in a timely and satisfactory manner.

Where can you find more information about the privacy laws in Canada?

For further information on privacy legislation in Canada, as well as the application of this legislation to charities and non-profits, please visit the following:

- Overview of Privacy Legislation in Canada:
https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02_05_d_15/
- Application of PIPEDA to Charitable and Non-Profit Organizations:
https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/02_05_d_19/

For more information, please contact The Meeting House's Privacy Officer at privacy@themeetinghouse.com