



KINGSTON SYMPHONY ASSOCIATION PRIVACY POLICY AND PROCEDURES

Preamble

Kingston Symphony Association is committed to protecting the privacy of all individuals. Kingston Symphony Association will collect and use personal information necessary to process donations and payments; to confirm renewal of giving and maintain a donation history; to issue tax receipts; to keep a donor informed about giving opportunities and the work of Kingston Symphony Association; to acknowledge and recognize donations and to comply with federal and provincial regulatory guidelines and reporting requirements. Kingston Symphony Association has appointed a privacy officer to handle all queries and concerns.

PRIVACY POLICY

This policy outlines Kingston Symphony Association's (KSA) commitment to respecting the privacy of personal information of individual persons and explains how KSA collects, uses, protects and discloses personal information. This includes the personal information of donors, prospective donors, board members, volunteers, individuals who engage with us on community initiatives, and our staff.

Our Commitment to Protecting Your Privacy

KSA recognizes a reliance on the support of thousands of individuals who engage in support of their community. The KSA knows that supporters trust the KSA to treat their information with respect for their privacy and a commitment to protecting the confidentiality of data. It is essential to protect the privacy of the personal information individuals may choose to share with the organization or that may be gathered by other lawful means.

What is Personal Information?

Personal information refers to information about an identifiable individual, but excludes certain business contact information, specifically name, title, business address or telephone number of an employee of an organization. From time to time, the KSA may, acting reasonably, collect information about identifiable individuals from published or public sources for the purposes of developing relationships with individuals.

The areas in which the KSA collects and uses personal information in accordance with this policy are principally, but not limited to:

Community

The KSA's work to improve social conditions involves working with individuals acting on their own initiative or as representatives of community agencies, governments, and other partner organizations that share common social objectives. The KSA gathers and uses personal information to keep individuals informed about relevant KSA activities and work, and with permission may share personal information with others who share similar social objectives and a desire for networking.

Donations

The KSA will collect and use personal information necessary to process donations and payments, redirect a donation or any part of a donation to a constituent organization as instructed by the donor, issue tax receipts, confirm renewal of giving and maintain a donation history, keep donors informed about giving opportunities and the work of the KSA, acknowledge and recognize donations, and comply with federal and provincial regulatory guidelines and reporting requirements.

Volunteering

The KSA will collect and use personal information to establish and maintain the volunteer relationship, assist volunteers in performing their volunteering roles and responsibilities, and keep them informed about relevant KSA activities and the work of the KSA.

Event Participation

The KSA will collect and use personal information necessary to communicate with individuals about events, contests and promotions in which they participate, communication concerning related transactions, information about the KSA and other events that they may be interested in, recognize participation and award prizes, and comply with federal and provincial regulatory guidelines and reporting requirements.

Employees

The KSA collects and uses personal information to establish, maintain, administer and, in some cases, terminate the employment relationship including ongoing obligations regarding benefits, medical history.

PRIVACY PROCEDURES

The following procedures reflect our pledge to protect the privacy of your personal information:

Accountability

We are responsible for all personal information in our possession, including any personal information transferred to third parties for handling or administrative purposes.

We keep your personal information in strict confidence. All employees, agents (including authorized volunteers) and authorized service providers of KSA are required to protect the confidentiality of your personal information. All employees and agents are required to sign and adhere to a Confidentiality Policy which ensures they are informed about the importance of privacy protection. The KSA provides employees and agents with periodic information and training to ensure they are knowledgeable about our privacy policy and related policies.

Identifying Purposes

We collect, use and disclose personal information only for certain purposes that we identify to you. The purposes for which personal information is collected will be identified at the time the information is collected.

With your consent, we collect information about you for various purposes, including the following:

- Establish your identity.

- Administer your involvements with us, including your donations, event participation, community engagements, volunteering, or employment, and contact you about your continued involvement.
- Know who our donors, volunteers and other supporters are in order to manage and develop our resources to fulfill our mission to serve the greater good of the community.
- Respond to your information requests.
- Periodically, as we are able, send you literature on the KSA or invite you to events or information sessions that are aligned with your interests.
- Thank you and, with your consent, publicly recognize your financial or non-financial contributions.
- Share information with other individuals or organizations only with your consent, including organizations which you redirect donations to, volunteer at on our behalf, or interact with on our behalf.
- Generate statistics and aggregate reporting to help us and our partner organizations understand where we can have greater impact on the community.
- Meet legal and regulatory requirements.

Consent

We obtain personal information about you lawfully and fairly. We collect, use or disclose your personal information with your permission, except where otherwise required or permitted by law.

You may withdraw your permission to the use and disclosure of your personal information at any time. We will comply, subject to legal, contractual or technical restrictions. For example, if you ask to not receive any mail from us, we take steps to suppress donation requests or general information, but we will still mail you a tax receipt for a donation or send you a statement of your outstanding payments against your pledged donation. Due to printing and distribution schedules, you may continue to receive some communications that were in process before we received your request. If there are various options to how we may handle your request, we will explain the options so that you can choose how you wish us to handle your request.

Limiting Collection

Personal information collected will be limited to that required for the purposes identified by us.

Limiting Use, Disclosure, and Retention

We use your information for the purposes identified to you. When we intend to use your personal information for a purpose not identified to you when the information was collected, we will identify the new purpose and obtain your permission prior to use.

We do not sell your personal information.

We disclose your personal information in the following circumstances:

- We collect and use personal information to process donations and payments, issue tax receipts, confirm renewal of giving, maintain a donation history, keep donors informed about giving opportunities and our work, acknowledge, recognize and thank donors, and comply with federal and provincial regulatory guidelines and reporting requirements.
- The KSA is respectful of the donor's right to privacy and works with the individuals responsible for employee campaigns to limit with whom we share the information, and to only share information necessary for the purposes of the campaign. The KSA respects and works within the requirements of your organization's internal policies on access and use of employee personal information.

- In all other situations, we will disclose your personal information only with your consent, or as otherwise required or permitted by law.

We will keep your personal information only as long as it is necessary to satisfy the purposes for which it was obtained, or as required by law. We have guidelines and procedures for the retention and destruction of personal information. When we destroy personal information, we will use safeguards to prevent unauthorized parties from gaining access to that information during the process.

Accuracy

We maintain appropriate procedures to ensure that personal information in our possession is as accurate and up to date as is necessary for the purposes for which it is to be used. We rely on you to provide us with any changes to your personal information, and in particular to your contact information.

If you believe any of the information we have collected about you is incorrect or incomplete, you have the right to ask us to change it or delete it. If your personal information is inaccurate or incomplete, we will make the necessary changes.

Safeguards

We maintain appropriate technical and organizational safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, copying, use or modification.

Access to your personal information is restricted to KSA employees, agents and authorized service providers who need the information to fulfill the purpose for which the information was collected. The KSA will protect your personal information by safeguards that are appropriate to the sensitivity of that information and the format of the information, whether electronic or physical.

Our procedures include physical security measures, organizational measures including security clearances and limiting access on a "need-to-know" basis, and technological measures such as the use of passwords and encryption. When it comes to the handling of electronic records, KSA adheres to Payment Card Industry Data Security Standards (PCI DSS).

Openness

The KSA's Privacy Policy is available to you at all times on our website. If you are unable to access our website or require our policy in another format, we will do our best to provide it in an alternative format that meets your requirements.

Individual Access

You may ask whether we hold any personal information about you, see your information and ensure that it is accurate. KSA may ask that you submit your request in writing. KSA will need to confirm your identity prior to disclosing any information to you as a result of your request.

You also have the right to know how we collected your personal information and how we are using it. We will inform you of the specifics to the best of our abilities.

Provide Recourse

The KSA has appointed a Privacy Officer who is responsible for this Privacy Policy and our compliance.

You may register a privacy-related complaint by emailing the KSA's Privacy Officer. We will investigate all complaints. If an objection is justified, we will take all appropriate steps to repair the situation, including reviewing and changing our policies and practices if necessary.

If you have any privacy concerns, you may contact our Privacy Officer:

Andrea Haughton, General Manager
ahaughton@kingstonsymphony.ca
613-546-9729