



INFORMATION PRIVACY POLICY

Accompagnement Bénévole de l'Ouest – Volunteer Accompaniment Service – ABOVAS, provides volunteer accompanied transport for medical or nonmedical appointments to West Island residents in vulnerable situations.

To carry out our mission, it's important to gather as much pertinent information as possible to offer the best service to our community all the while committed to respecting your private information.

This privacy policy reflects our best efforts to maintain this respect, while ensuring the most stress-free service on our clients and volunteers and in the most cost-effective way possible. It explains how we collect, use, and safeguard your personal information.

Information we collect and how we use it

Personal information

“Personal information” is any information that can be used to identify a specific person, including, for example, your name, address, birth date, gender, etc. In some cases, your computer's IP address can be considered personal information, as it may give some indication of your geographic location.

We may ask you for personal information in a variety of ways, including website forms, mail-in forms, over the phone, by text, by emails and/or in-person.

There are a range of reasons why we may ask you for this information, including: to open a client file; to open a volunteer file; to process a donation; or to invite you to events. We may also contact you by mail, email, or phone to evaluate our services and about opportunities to donate in support of our mission.

Your choice to provide us with your personal information is at your discretion. You may always elect to withhold information. In some cases, we will require your personal information to fulfill something you've asked of us. For example, when you donate, we're required by law to take your full name and mailing address to send you a tax-deductible receipt.

Aggregate data

In some cases, we may aggregate your information with other peoples' information, to create reports and statistics. For example, we may count the number of people who use our service and live in a specific municipality. That way, we can write funding requests with specific data corresponding to a specific funder (e.g., "31% of our accompaniments were for people living in Pointe-Claire"). We do not provide the actual personal information.

Use of third parties

In some cases, we don't collect personal information, but instead use a third party. For example, we may use Survey Monkey to send out a survey or Eventbrite to provide an online registration form or Zeffy to provide an online ticket sale outlet.

Such services have resources dedicated to maintaining security and confidentiality, and we ensure that any third-party partner we may use has written policies about never sharing your information with anyone other than ABOVAS.

Donation and credit card information

If you make an online donation, you will need to provide your credit card information to make your donation. All your information is processed by a third-party service provider — Zeffy — which processes your donation.

All partners that handle payment card data must be certified as payment card industry– compliant. These partners include:

- **Zeffy:** <https://support.zeffy.com/data-privacy-policy>

A word on fundraising

As a registered Canadian charity, we cannot do our work without the financial support of our many generous donors. We do our best to reach out to as many possible individual supporters as we can. Our donors allow us to maintain the delivery of our service.

Sending out donation letters helps us remind past donors and attract new ones. But you may opt out of these communications at any time by contacting us at 1-514-694-3838 or pp@abovas.com.

Links to other websites

Our website contain links to websites owned and operated by other entities. They have their own privacy policies and terms and conditions and are not governed by this policy. We encourage you to carefully review the privacy policy and terms of use of each website you visit.

What you need to know about consent

By providing personal information to us, you allow consent to the collection, use and disclosure of your information in accordance with this policy.

We retain your personal information for as long as necessary to fulfill the purpose for which it was collected.

When we must anonymize (remove personally identifiable information) in accordance with the law and our records retention policy, we will take steps to keep it confidential and ensure that no unauthorized person can access it during its anonymization process.

We respect your right to control your personal information — please contact us immediately if you want us to stop using it in any way. We will fulfil your request in the timeliest way possible.

Please note: To adhere to Canada Revenue Agency rules, we are required to maintain donation records and are not allowed to remove this information from our internal records, even at your request.

Please also note: We may be unable to provide you with certain information or services if you do not give us specific personal information. For example, we cannot issue you a charitable tax receipt or offer you our service if you don't provide your valid and complete address.

Updating your consent

If you would like to stop receiving mail solicitations from us or wish for us to stop using your personal information in any way, please email pp@abovas.com. You can also reach us by phone at 1-514-694-3838.

Upon reasonable request and notice, you may view and have corrections made to the personal information we hold about you, subject to any legal or contractual restrictions. If you are aware of any inaccuracies in the personal information we hold about you, or to remove all your information from our databases, please contact our privacy officer at pp@abovas.com.

Information we share

We do not sell or exchange personal information with other non-profit organizations or other entities.

How we keep your information secure

We endeavour to maintain appropriate physical, procedural, and technical safeguards for your personal information. Some information we collect may be stored and processed on servers located outside your jurisdiction of residence, including outside your country. As a result, this information may be subject to disclosure to governments, courts, or law enforcement agencies in those areas, according to their laws, without notice to us or you.

Policy updates and changes

We may change this policy from time to time without notice. Changes will be reflected wherever this policy is available.

Need more information?

For further information, please contact our privacy officer by email at pp@abovas.com or by mail to: 5500 Transcanada, Pointe-Claire, Québec, H9R 1B6.

This document is available to the public and explains how we collect, use, and disclose information, in accordance with this policy and Bill 25 of the provincial government and other relevant legislation.