



Our Privacy Policy

Our Commitment to Our Donors

Our Commitment to Protecting Donor Privacy

The Calgary Real Estate Board (CREB®) Charitable Foundation is committed to protecting the privacy of its donors, volunteers, employees, and other individuals. We value the trust of those we deal with and of the public and we recognize that maintaining this trust requires us to be transparent and accountable in maintaining the confidentiality of the personal information donors share with us.

The Calgary Real Estate Board Charitable Foundation's Mission Statement is "To support and contribute to the shelter-related needs of the community we serve." As a non-profit organization, we rely on the support of generous contributors and achieve our fundraising objectives by engaging and understanding donors. We recognize that we deal with individuals and information about individuals and that it is essential that we protect the privacy of that information.

The Calgary Real Estate Board Charitable Foundation is committed to following the Federal Personal Information Protection and Electronic Documents Act (PIPEDA) and the Province of Alberta's Personal Information Protection Act (PIPA).

Scope of Policy

This policy does not cover aggregated data from which the identity of an individual cannot be determined. The Calgary Real Estate Board Charitable Foundation retains the right to use aggregated data in any way that it determines appropriate.

Definitions

Personal Information

Information that is recorded in any form, both fact and opinion and that can be used to distinguish, identify, or contact a specific individual. It does not include business contact information and certain publicly available information such as names, addresses, and telephone numbers as published in telephone directories.

Donor

Any individual or organization that contributes funds to the Calgary Real Estate Board Charitable Foundation.

Employee

Both paid and volunteer workers for the Calgary Real Estate Board Charitable Foundation.

The Privacy Principles

An important aspect of fundraising is cultivating strong donor relationships and knowing our donors. Personal information is precious and we recognize that our donors trust us to treat their personal information appropriately. We are committed to protecting donor confidentiality. The following principles reflect our pledge to safeguard donors' personal information.

Our Privacy Policy

Our Commitment to Our Donors



1. We are accountable for donors' personal information.

We are responsible for all personal information in our possession. We take every precaution to ensure the confidentiality of donors' personal information. The data that an individual provides is used to assist in our campaign(s), process and receipt donations, and respond to requests for information. All employees of the Calgary Real Estate Board Charitable Foundation are required to protect the confidentiality of each individual donor's personal information.

2. We collect, use, and disclose personal information only for certain purposes that we identify to donors.

We collect, use, and disclose personal information concerning our donors solely for the following purposes:

- Establish a relationship and to communicate.
- Understand donors' identity and identify how we may improve our services to meet donors' preferences and expectations.
- Reach our fundraising goals.
- Process and receipt donations.
- Provide donors with information about the Calgary Real Estate Board Charitable Foundation.
- Respond to donors' requests for information.
- With donor's consent, publicly recognize donations.

We collect, use, and disclose personal information concerning our employees and volunteers to:

- Recruit, train, recognize, and retain highly qualified and motivated individuals.
- Establish and maintain harmonious employer-employee relations.
- Administer the Calgary Real Estate Board Charitable Foundation's policies and procedures.
- Manage and promote the philanthropic activities of the Calgary Real Estate Board Charitable Foundation.
- Administer compensation and benefits.

We obtain personal information about donors lawfully and fairly. Personal information collected will be limited to that required for the purposes identified by us.

Our Privacy Policy

Our Commitment to Our Donors



3. We will obtain donors' consent.

We collect, use, and disclose personal information only with donor permission. The way we seek consent may vary depending on the sensitivity of the information and the reasonable expectations of the individual. Donor permission may be expressed in writing or it may be implied and may be given to us verbally or electronically.

4. We keep donors' personal information accurate and up-to-date.

We maintain appropriate procedures to ensure that personal information in our possession is accurate and up-to-date. Donors are entitled to seek a correction of their personal information if they believe that the information in our possession is not correct. If a donor believes any of the information we have collected about them is incorrect or incomplete, the donor has the right to ask us to change it or delete it. If a donor's personal information is inaccurate or incomplete, we will make the necessary changes.

5. We do not sell or trade donors' personal information.

We do not sell or trade personal information to/with other organizations or individuals. We never share personal information with other non-profit organizations without a donor's express consent for us to do so.

6. We will limit how long we keep information.

We will keep donors' personal information only as long as it is necessary to satisfy the purposes for which it was obtained, or as required by law. When we destroy personal information, we will use safeguards to prevent unauthorized parties from gaining access to that information during the process.

7. We safeguard donors' personal information.

The Calgary Real Estate Board Charitable Foundation will protect donors' personal information by safeguards that are appropriate to the sensitivity of that information. Access to donors' personal information is restricted to Calgary Real Estate Board Charitable Foundation employees, volunteers, and authorized service providers who need it to do their jobs (i.e. CREB[®] Finance Department). We maintain appropriate technical and organizational safeguards to protect donors' personal information against loss, theft, unauthorized access, disclosure, copying, use, or modification.

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Our Commitment to Our Donors



8. We will be open about our privacy practices.

In response to an inquiry, the Calgary Real Estate Board Charitable Foundation will make readily available specific information about our policies and practices relating to the management of personal information.

9. We allow donors to access their personal information.

Donors may ask whether we hold any personal information about them. Donors may ask to see that information as provided by law and to ensure that it is accurate. Donors have the right to know how we collect personal information and how we use personal information. Upon written request, we will inform a donor of the existence, use, and disclosure of their personal information and we will provide access to their personal information. We will respond to donor requests within a reasonable time (generally within 30 days). While our response will typically be provided at no cost, depending on the nature of the request and the amount of information involved, we reserve the right to impose a cost. In this circumstance, we will inform the individual of the approximate cost to provide the response and request direction as to whether to proceed. In certain situations, we may not be able to provide access to all the personal information we hold about an individual. Exceptions will be limited and specific as permitted or required by law. Where permitted, the reasons for denying access will be provided to the individual upon request.

10. Donors may register a complaint.

Donors may register a privacy-related complaint by contacting the Calgary Real Estate Board's Privacy Officer. We will investigate all complaints. If an objection is justified, we will take all appropriate steps to repair the situation, including changing our policies and practices if necessary. Personal information relating to volunteers, job applicants, and employees are subject to similar protocols.

Contact Information

The Calgary Real Estate Board's Privacy Officer may be contacted at (403) 781-1338 or by e-mail at info@hearttohome.org. You may contact the CREB® Charitable Foundation's Managing Director at (403) 781-1333 or by e-mail at trish.carter@creb.ca.

For More Information

Access the Alberta Government's access and privacy information by visiting www.pipa.gov.ab.ca.