

L'Étoile de Pacho invites you to review its **confidentiality policies**.

L'Étoile de Pacho strives to protect your privacy and the confidentiality of your personal data.

We use the information we collect in accordance with :

- The Personal Information and Electronic Documents Act (PIPEDA) of Canada
- Law 25 Quebec- An Act to modernize legislative provisions as regards to personal information in the private sector.

The personal information that we gather is strictly to identify visitors and/or facilitate transactions processed on our website. Generally being : the name, address, phone number, email address, the amount of donation made and banking or credit card information required to conclude the transaction.

When you make a donation to L'Étoile de Pacho, you are added to our email list and you consent to receiving communications by email in regards to the impact of your donation, your contribution or regarding general information about the organization.

Information considered personal could also be shared with us through email exchanges, info letters, or when completing a registration form for activities or other types of communications.

All this data will only be recorded for the purposes of receiving and processing donations, registration to activities, to recognize a donor's contribution, or to respond to requests for information. Moreover, transactions completed by credit card are processed by a secured payment server which adheres to the most strict industry requirements.

L'Étoile de Pacho engages itself to not transmit, exchange or share personal information with any third parties, except in these circumstances :

- We have authorization from the person to do so
- The sharing of information is necessary for the processing of the donation, for example, a credit card transaction

- When obliged by law

Data Security

L'Étoile de Pacho has implemented stringent measures for safeguarding confidential data appropriate to the sensitive nature of the information provided (this pertains to our procedures as well as the technologies that we use). Furthermore, only authorized personnel and those requiring access to the data for use in their functions will have access (employees or volunteer workers). We ensure that any third parties that we use will also adhere to these policies and only process your personal data following our instructions. These third parties will also be subject to a duty of confidentiality.

Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes we collected it for, including to satisfy any legal, accounting and reporting requirements.

Your Legal Rights

In certain circumstances, you have rights under the data protection laws in relation to your personal information as follows :

a) Requesting access to your personal information

You have the right to request a copy of any information that we have pertaining to you. Please use the directions at the end of these policies if you wish to exercise that right or one of the subsequent rights listed below.

b) Request for the correction of your personal information

You have the right to ask us to modify the personal information that we have pertaining to you, even if we need to verify it's accuracy. Please use the information at the end of these policies if you wish to exercise that right.



L'ÉTOILE DE PACHO
Réseau d'entraide pour parents
d'enfants handicapés

c) Ask for your personal data to be deleted/erased (The Right to be Forgotten)

You have the right to instruct us to delete some of your personal information when there isn't a reasonable need for us to continue to store it. Please note that we may not always be able to comply with your request to delete if there are specific legal reasons, which will be provided to you following your request.

d) The right to withdraw your consent

In the case where we lean on your consent to process your personal data, you have the right to withdraw your consent at any time. However, this does not affect the legality of all processing done before withdrawing your consent. We may not be able to provide certain services if you withdraw your consent. We will inform you if such is the case at the time of your withdrawal.

All requests will be processed within a reasonable timeframe, and in accordance with the norms and laws in place.

Everyone has the right to know if we retain their personal data, to consult it and to verify its accuracy. All personal and confidential information are stored by L'Étoile de Pacho, in secured spaces. To access your personal information or for questions regarding privacy protection, please reach out to the person below who is in charge of personal data protection :

Nathalie Richard
info@etoiledepacho.ca
4831 Ste-Catherine Est
Montréal, Qc H1V 1Z7