Hope Pregnancy Support Centre (HPSC)
Privacy and Security Policy

The following online privacy policy is to protect and secure the personal information you provide to our organization online.

Awareness
HPSC provides this online policy to make sure you are aware of our security practices and to inform you of the way your information is collected and used. We also provide you with the opportunity to remove your name from our mailing list if you desire to do so.

Information we collect
There are two different ways in which we collect information from visitors on our website:
- From persons interested in requesting information or materials from our organization
- From our online donations

The online information that we collect can include name, address, city, province, postal code, telephone number, email address, birthdate, gender, and contact preferences. In the case of credit card donations, staff will phone you for your credit card information, which will not be written down.

We only collect the personal information we need for the purposed of providing services to our clients or donors to:

- Communicate with you
- Book your appointment and send you notifications concerning it (using your preferred contact method)
- Provide you with information you request
- Provide you with one-on-one support and community referral
- Provide you with an income tax receipt at year end (for donations over $10.00)

We may collect client information directly from other persons, with your consent or as authorized by law, who are referring you to use for the purposes of offering our services to you.

How is the information used?
HPSC uses your information to understand your needs with the aim of providing you better service. We may use your information to complete a transaction or issue you an income tax receipt for a donation. If you so desire, we may also use this information to update you on the projects and activities of the organization. Credit card numbers are used only for donation or payment processing and are not retained for any other purposes. We also provide you the opportunity to remove your name from our mailing list if you desire to do so. Please review the corresponding section of this privacy policy below.

No sharing of personal information
HPSC never sells, rents, leases, or exchanges your personal information with other organizations. The identity of all who contact us through this website will be kept confidential. Use of personal information will be limited to the internal purposes of HPSC and only to further the activities and purposes of the organization.

How do we safeguard personal information?
We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure, or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records, locking paper files, or password protecting electronic files. Our website includes an SSL certificate that provides encryption for any data sent via web forms on our website.

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us or receive from us electronically. This is especially true for information you transmit to us via e-mail, as we have no way of protecting that information absolutely from outside access. We will make every effort to make your e-mail communication with us secure, including deleting client messages as soon as they have been addressed and making regular security updates.

Questions and complaints?
If you have a question or concern about any collection, use or disclosure of personal information by HPSC, or about a request for access to your own personal information, please contact us.

Email And Texting Standards

The purpose of the e-mail and texting functions are to assist you in requesting an appointment to personally visit this centre or to help you identify another service that may be more conveniently located for you. For your protection we strongly discourage you from sharing personal details about your situation over the internet. When you visit HPSC, a client advocate volunteer or staff member will be available to personally discuss your situation in a confidential setting.

In granting us permission to reply to your e-mail, text, or request for a phone call, please consider the confidentiality of any reply that you may receive. If you are giving permission for us to call you, will there be anyone else who may be present to receive that phone call? Does anyone else have direct access to your e-mail or text? If there are special confidentiality concerns we need to be aware of in responding, please let us know so we may be sensitive to your needs.