

EFFECTIVE DATE

The Effective Date of this Privacy Statement is November 5, 2021.

PRIVACY AND COOKIE STATEMENT

This website (the "Website") is published and maintained by Emergency Assistance Foundation Canada ("The Foundation," "we," or "us"), which has created this Privacy and Cookie Statement (the "Privacy Statement") in order to demonstrate our firm commitment to the privacy of our donors, users, Fund Partners, and community partners who may visit this Website, register, donate, or submit an online grant application. This Privacy Statement describes the collection, use, disclosure, transfer, and storage of personal information obtained by The Foundation on or through this Website in connection with the operation of all administered Relief Funds.

This Privacy Statement is incorporated into, and is an integral part of, the Website Terms of Use, which governs your use of this Website. You can read our Terms of Use by [clicking here](#). The term "personal information" is information about an identifiable individual, as defined by applicable law.

If you want to receive this Privacy Statement translated into French, please contact us at the email address provided below. *Si vous souhaitez recevoir cette déclaration de confidentialité traduite en français, veuillez nous contacter à l'adresse e-mail ci-dessous.*

Any changes or updates will be effective immediately upon posting to this Website. Under certain circumstances, we may also elect to notify you of changes or updates to our Privacy Statement by other means, such as posting a notice on the front page of this Website or by sending you an e-mail. By using this Website or by registering as a user, you agree to notification by any of these methods and that your further use of the Website shall constitute acceptance of those changes or updates.

Should you have additional questions, comments, or concerns please contact:

Emergency Assistance Foundation Canada
ATTN: Privacy Officer
Alberta, Canada
email: dataprivacy@eafrelief.ca

WHAT INFORMATION WE COLLECT AND HOW WE USE AND SHARE IT

Information We Collect Generally

The Foundation collects personal information from its donors, those it provides services to, visitors to our website, connections on social media, service providers, suppliers, job applicants and others who interact or meet with us. We additionally collect a variety of information from third parties. The information we collect may include: name; work address; physical address; email address; telephone number; financial data; current compensation; liquid assets; donor history; agreements and settlement data; marriage/cohabitation status; details regarding other family or household members; rental data; physical health data; mental health data; employment information and status; sound recordings; marketing



communication history; contact history; hardship event experienced; outcome and explanation of applications to us.

Donations

If you choose to make a donation to a Relief Fund via credit or debit card, Donorbox will collect certain information such as your name, credit or debit card information, telephone number, billing address, email address, and country of residence. Donorbox also may collect information through automated means such as cookies and information from your computer, mobile phone, or other device used to make the donation, as explained in the Privacy Policy available on Donorbox's website. You are responsible for viewing and abiding by the privacy policies of Donorbox. For more information about how Donorbox uses your personal information, please go to www.donorbox.org and review their Privacy Policy. The Foundation reserves the sole right to use other alternative service providers for similar purposes. See also "External Links" below.

Registration

If you decide to submit a cloud-based grant application to a Relief Fund, you will first need to register. In connection with this registration process, The Foundation or Qualtrics through their platform (hereafter "Grant Application Platform") will obtain certain information from you such as your first and last name and email address. You will also be required to create a password. The Foundation will use this information in part to process your registration and communicate with you. If information is collected through the Grant Application Platform, Qualtrics will share such information with The Foundation in connection with administering the Relief Fund. For more information about how the Grant Application Platform uses your personal information, please go to www.qualtrics.com and review their Privacy Policy. The Foundation reserves the sole right to use other alternative service providers for similar purposes. See also "External Links" below.

Grant Application

If you submit a grant application online, The Foundation or the Grant Application Platform will obtain certain information from you such as your first and last name, phone number, physical address, birth month and birth day, email address, and other information that you provide in the grant application forms, including whatever you choose to disclose about your personal information and any personal information about your family members or other eligible dependents. The Foundation or the Grant Application Platform will also obtain information about your emergency hardship situation and your finances. If information is collected by the Grant Application Platform, it will share such information with The Foundation. The Foundation or the Grant Application Platform will use the information you provide to assess and process your grant application for financial assistance from a Relief Fund.

By submitting a grant application, you agree and represent that: 1) you have informed every adult or child that you are submitting a grant application and that the grant application contains personal information about them; 2) you have the legal right to disclose all personal information of any minor under the age of consent and you are the parent or legal guardian of any such minor; and 3) you have the express and written authorization of adults whose personal information is included in your grant application for the collection, use, transfer, and storage of their personal information.



No Personal Information from Children Unless Affirmative Consent from Guardian

We do not knowingly collect or use any personal information from individuals under the age of 18 unless it is provided by or with the affirmative consent of the parents/legal guardians of those minors. If we become aware that any such information has been provided or submitted to us without parental consent, we will delete the information as soon as practicable.

Charitable Class Verification

You will provide certain information (e.g. your legal name, birth month and date, and the date of your grant application) when submitting a grant application in order to allow The Foundation to verify that the applicant is a member of the Charitable Class with a Relief Fund sponsor, as required by policies and regulations. If we are using a third-party service provider, such provider will share this information with us. You expressly consent to this information being shared with your employer in order to verify your Charitable Class status. Neither the Foundation, the Relief Fund sponsor, nor the Grant Application Platform shall be held liable for the use of such information by the employer.

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Neither The Foundation, the Relief Fund sponsor, nor the Grant Application Platform shall be held liable for the use of such information by the employer.

Other Purposes

The Foundation, the Relief Fund sponsor, or the Grant Application Platform may use your personal information to communicate with you about and follow up with your grant application, to protect against, identify, and prevent fraud and other unlawful activity, claims, and other liabilities arising out of or in connection with your grant application.

Upon verification that you are a member of the Charitable Class, The Foundation will share a limited set of information (email address, first name, last name and year of birth) with a third-party provider of Identity Security (Sontiq), which applicants are provided as part of the grant application process. This information will be used only to validate the applicant for the Identity Security service provided. For a detailed description of Sontiq's use of personal data, please reference their Privacy and Data policies, which can be found at www.sontiq.com.



USE OF IP ADDRESSES AND COOKIES

The Foundation may automatically receive information about your system, device, network, and grant application software. This includes technical information, such as your IP address, the type of browser you are using, the date and time of your visit, the web page you have visited immediately prior to visiting this Website, device identifier, device model, operating system, and language set.

To read our Cookie Policy, [click here](#).

Any or all of these activities with regard to this Website usage information may be performed on our behalf by our service providers.

DO NOT TRACK DISCLOSURE

Do Not Track is a privacy preference that users can set in some of their web browsers. This Website does not respond to Do Not Track signals. Third parties may collect personally identifiable information about your online activities over time and across different websites when you use this Website.

SECURITY

The Foundation implements reasonable security measures to protect against the loss, misuse, and alteration of the information under The Foundation's control. The personal information within our custody or control is protected with appropriate organizational, technological, and physical safeguards. Personal information is stored in electronic and physical files that are secure, and security measures include secure on- and off-site storage, restricted access to records and data processing equipment, password protocols, and encryption and security software. Audits are conducted and compliance with privacy practices is monitored.

However, due to the inherent nature of the Internet as an open global communications vehicle as well as Wi-Fi, neither The Foundation nor a Relief Fund can guarantee that information, during transmission through the Internet, via Wi-Fi, or while stored on systems or otherwise will be absolutely safe from intrusion by others, such as hackers. You can reduce these risks by using common sense security practices such as using up-to-date antivirus software, continually updating your operating system software to apply all security patches, using the most recent browser versions, not using public access Wi-Fi, and being aware of "Phishing" attacks which are attempts to steal your personal identity data and financial account credentials. "Phishers" use "spoofed" e-mails to lead consumers to counterfeit websites designed to trick recipients into divulging information such as credit card numbers, account usernames, and passwords.

You are exclusively responsible for maintaining the strict confidentiality of your account password, and you shall be responsible for any access to or use of the Website by you or any person or entity using your password, whether or not such access or use has been authorized by or on behalf of you, and whether or not such person or entity is your employee or agent. You agree to (a) immediately notify us of any unauthorized use of your password or account or any other breach of security, and (b) ensure that you exit from your account at the end of each session.



Mobile Devices

You may be visiting this Website from your mobile device. Certain mobile service providers uniquely identify mobile devices, and we or our third-party service providers may receive such information if you access the Website through mobile devices. Furthermore, some mobile phone service providers operate systems that pinpoint the physical location of devices that use their service. Depending on the provider, or our third-party service providers may receive this information.

OTHER WAYS YOUR INFORMATION IS SHARED

Neither the Foundation nor a Relief Fund sponsor shall sell, trade, or otherwise transfer your personal information to third parties except as described in this Privacy Statement. The Foundation may disclose your personal information to third-party service providers who perform services for the Foundation based on the Foundation's instructions, including service providers used for employee verification and authentication purposes, processing of donations and grant applications, and storing your registration and grant application information. The Foundation does not authorize these service providers to use or disclose the personal or sensitive information except as necessary to perform services on its behalf or comply with legal requirements and for no other purpose. These service providers are required to conform to privacy laws and standards and to maintain the confidentiality of all information.

In addition to other disclosures described in this Privacy Statement, The Foundation will also provide the Relief Fund sponsor with aggregated information in the form of reports, including reports of where grants were issued (e.g. country, state) and the total amount of grant monies awarded under the various categories for assistance (e.g. disaster relief, medical emergency, etc.). In connection with these reports, the Relief Fund sponsor will in most circumstances not receive information from The Foundation that would allow the Relief Fund sponsor to identify you or to connect you with any particular distressing event or circumstance. However, it is possible that the Relief Fund sponsor could identify you in certain limited circumstances (such as where you were the only recipient of a grant in your territory). You may choose, however, to share with the Relief Fund sponsor your story and information regarding the grant you received, in which case the Relief Fund sponsor may obtain your name, email address, phone number, grant amount, grant date, and/or other information you may provide to the Relief Fund sponsor.

Legal and Other Similar Purposes

In addition, The Foundation may share your personal information with third parties to protect against, identify, and prevent fraud and other unlawful activity, claims, and other liabilities, and to comply with and/or enforce applicable legal requirements such as governmental orders, court orders, subpoenas, to protect public health national security, order or third party rights, or to protect security and public health. The Foundation may also disclose your personal information when it believes disclosure is appropriate to enforce The Foundation's policies, or protect other's rights, property, and/or safety.

EXTERNAL LINKS

This Website may contain links to other external websites such as Donorbox and the Grant Application Platform by Qualtrics (each a "Linked Site"). If you use these links, you will leave this Website. This Privacy Statement does not address, and The Foundation and the Relief Fund sponsor are not responsible for the privacy, information, or other practices of any such Linked Sites, including any third party operating any site to which this Website contains a link. Linked Sites may have their own privacy notices/policies and



website terms of use, which we strongly suggest you review. You are responsible for viewing, understanding, and abiding by the privacy policies and terms of use posted on any Linked Site.

ACCESS RIGHTS

To the extent permitted by applicable law or regulation you may contact our Privacy Officer as indicated above if you would like to see the personal information we hold about you, how we use it and to whom it has been disclosed. You may also request changes or corrections to inaccurate or incomplete information. We will collect, use and disclose personal information in accordance with law, including user rights to access, correct, or suppress personal data under applicable national law.

CROSS-BORDER TRANSFERS OF YOUR PERSONAL INFORMATION

Your personal information is collected, stored, and processed in Canada.

RETENTION PERIOD

The Foundation will only retain personal information for as long as is necessary for the purpose for which it was collected. When we no longer are required to retain the information, we will destroy, erase, or de-identify the information. Legal requirements, however, may require us to retain some or all of the personal information we hold for a period of time that is longer than that for which we might otherwise hold it. Personal information will be destroyed once it is no longer needed for a legitimate business or regulatory purpose.

DATA RIGHTS FOR THOSE IN CANADA

If you reside in Canada, our use of your personal information is governed by Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). This grants you particular rights related to your personal information, which are subject to our business interests and any legal requirements we may face.

Data Rights Under PIPEDA

PIPEDA'S 10 fair information principles are rules designed for the collection, use, and disclosure of personal information, as well as for providing access to personal information:

1. **Accountability:** An organization is responsible for personal information under its control. To contact the Privacy Officer at The Foundation, please email dataprivacy@eafrelief.org.
2. **Identifying Purposes:** The purposes for which the personal information is being collected must be identified by the organization before or at the time of collection. The Foundation does this at the time of collection, however Relief Fund sponsors are responsible for identifying the purpose of any data they collect and transfer to The Foundation.
3. **Consent:** The knowledge and consent of the individual are required for the collection, use, or disclosure of personal information, except where inappropriate. The Foundation does this at the time of collection, however Relief Fund sponsors are responsible for gaining consent of any data they collect and transfer to The Foundation.
4. **Limiting Collection:** The collection of personal information must be limited to that which is needed for the purposes identified by the organization. Information must be collected by fair and lawful



means. The Foundation limits its data to the uses to those outlined in the section “Information We Collect Generally” and Relief Fund sponsors should similarly limit their use.

5. **Limiting Use, Disclosure, and Retention:** Unless the individual consents otherwise or it is required by law, personal information can only be used or disclosed for the purposes for which it was collected. Personal information must only be kept as long as required to serve those purposes. The Foundation will retain your personal information for a period as required by regulations and for the purposes of processing an application. Personal information will be destroyed once it is no longer needed for a legitimate business or regulatory purpose.
6. **Accuracy:** Personal information must be as accurate, complete, and up to date as possible in order to properly satisfy the purposes for which it is to be used. Any questions about the accuracy of information processed by The Foundation can be directed to dataprivacy@eafrelief.org.
7. **Safeguards:** Personal information must be protected by appropriate security relative to the sensitivity of the information. See the section “Security” for how The Foundation provides safeguards for personal information.
8. **Openness:** An organization must make detailed information about its policies and practices relating to the management of personal information publicly and readily available. The Foundation provides this Privacy Policy for such purposes.
9. **Individual Access:** Upon request, an individual must be informed of the existence, use, and disclosure of their personal information and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate. All requests can be submitted to dataprivacy@eafrelief.org.
10. **Challenging Compliance:** An individual shall be able to challenge an organization’s compliance with the above principles. Any questions about The Foundation’s compliance can be addressed to dataprivacy@eafrelief.ca.

DATA RIGHTS FOR THOSE IN THE EUROPEAN ECONOMIC AREA (EEA), UNITED KINGDOM (UK), AND SWITZERLAND

If you reside in the EEA, the United Kingdom, or Switzerland, our use of your personal information is governed by the European Union’s General Data Protection Regulation, or “GDPR,” or applicable EEA, UK or Swiss national laws. These grant you particular rights related to your personal information, including the right to alter, correct, receive, or delete personal information processed by The Foundation, subject to our business interests and any legal requirements we may face.

Those in the EEA, UK, or Switzerland have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. Contact details for data protection authorities in the EEA are available [here](#).

Data Requests and Rights

We respond to all requests we receive from individuals wishing to exercise their data protection rights under applicable data protection laws. To protect your privacy and security, we may need to take reasonable steps to verify your identity before responding to your request.

To exercise any of these rights, you may contact us at dataprivacy@eafrelief.ca. If we are unable to resolve your complaint, you may contact your country’s data protection authority.

You may also have the right to make a GDPR complaint to the relevant Supervisory Authority. A list of Supervisory Authorities is available [here](#).



If you need further assistance regarding your rights, please contact us at dataprivacy@eafrelief.ca and we will consider your request in accordance with applicable laws. In some cases, our ability to uphold these rights for you may depend upon our obligations to process personal information for security, safety, fraud prevention reasons, compliance with regulatory or legal requirements, or because processing is necessary to deliver the services you have requested. Where this is the case, we will inform you of specific details in response to your request.

Data Transfers to the United States

The Foundation may process and store information in the U.S. Therefore, we and our service providers may store and access your personal information in the U.S. The U.S. may not provide equivalent levels of data protection as enjoyed in your home jurisdiction.

It may occur that a third-party based in the EU, such as your employer, may need to transfer personal information to us for the purpose of verifying your charitable class membership. In such instances, whenever your personal data is transferred to countries outside of the EEA, UK, or Switzerland, we will ensure that at least one of the following safeguards is in place:

- The country is one that the European Commission has approved as providing an adequate level of protection for personal data;
- The transfer is subject to a specific derogation in the GDPR or national laws;
- Through the use of standard contractual clauses as the transfer mechanism when a case-by-case analysis has been performed; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data substantially similar protection as in the UE, EEA, or UK.

How You Can Access, Update, or Delete Your Data

It is very important that the information we hold about you is accurate and up to date. You can also email us at dataprivacy@eafrelief.org any time if your personal information changes, or if you want to opt out of email communication.



WEBSITE TERMS OF USE

LIMITATION OF LIABILITY

IN NO EVENT, INCLUDING BUT NOT LIMITED TO NEGLIGENCE, SHALL THE FOUNDATION OR A RELIEF FUND, THEIR AFFILIATES, OR ANY OF ITS OR THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, SHAREHOLDERS, MEMBERS, OR AGENTS (COLLECTIVELY, THE "PROTECTED ENTITIES") BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING FROM, OR DIRECTLY OR INDIRECTLY RELATED TO, THE USE OF, OR THE INABILITY TO USE, THIS WEBSITE OR THE CONTENT, MATERIALS, AND FUNCTIONS RELATED THERETO, THE PRODUCTS OR SERVICES AVAILABLE ON THE SITES, YOUR PROVISION OF INFORMATION VIA THIS WEBSITE, PERSONAL INJURY, PAIN AND SUFFERING, EMOTIONAL DISTRESS, LOSS OF DATA, LOST BUSINESS OR LOST SALES, EVEN IF SUCH PROTECTED ENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO CERTAIN USERS. THE FOREGOING LIMITATIONS SHALL NOT APPLY IN THE EVENT OF A PROTECTED ENTITY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

Furthermore, The Foundation and the Relief Fund disclaim all liability for any tampering with the Internet user's computer system by unauthorized parties. In this regard, you are expressly reminded of the risk of viruses, and the possibility of targeted attacks by hackers. You can reduce these risks by using common sense security practices such as using up-to-date antivirus software, continually updating your operating system software to apply all security patches, using the most recent browser versions, and not using public access Wi-Fi. As a rule, the opening of any e-mail from an unknown source as well as any unexpected attachment to an e-mail message should be avoided.

NO REPRESENTATION OR WARRANTIES

THE WEBSITE IS DELIVERED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE FOUNDATION AND A RELIEF FUND DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF USEFULNESS, AVAILABILITY, UPTIME, ACCURACY, TIMELINESS, COMPLETENESS, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE DO NOT WARRANT THAT THE WEBSITE OR THE SERVICES, FUNCTIONS OR MATERIALS CONTAINED THEREIN WILL BE TIMELY, SECURE, UNINTERRUPTED OR ERROR FREE, OR THAT DEFECTS WILL BE CORRECTED. THERE IS NO GUARANTEE THAT YOUR GRANT APPLICATION WILL BE APPROVED.

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These Terms and Conditions are governed by the laws of Canada without regard to its conflict of law provisions. Notwithstanding the foregoing, you are responsible for complying with the laws of the jurisdiction from which you are accessing the Website and you agree that you will not access or use the information on the Website in violation of such laws.

