

# COMMUNITY VETERINARY OUTREACH



*"Community Medicine for People and Pets"*

## **PRIVACY POLICY**

**LAST UPDATE:** March 18, 2014

### **1. Objective and Scope of Policy**

Community Veterinary Outreach ("*Company*", "*we*", "*us*", "*our*") is committed to protecting your privacy and the privacy of the personal information of its employees, volunteers, members, customers, donors and other stakeholders. The following privacy policy (the "*Privacy Policy*" or the "*Policy*") describes how we collect, store, use and distribute information about our Website and service users.

During the course of our various projects and activities, including without limitation our clinics held from time to time, the Company frequently gathers and uses personal information. Our goal is to collect, use and disclose only that information reasonably required to enable us to provide the particular product or service that you have requested, to maintain our customer/visitor lists and/or to respond to your inquiries or feedback and for other purposes further described in this Policy. If you have provided us with contact information, we will maintain the confidentiality of your contact information and use it only for the purposes for which we have collected it, unless you agree that we may disclose it to other third parties (subject to the exclusions we have listed below).

### **2. Acceptance of Terms**

By using the Company's website (<http://vetoutreach.org/>) (the "*Website*") and/or the Services further described in our Terms of Use <http://vetoutreach.org/privacy-policy-terms-of-use/> (the "*Services*"), you consent to the collection and use by us of Personal Information as described in this Policy.

### **3. Collection of Information**

Two types of information may be collected on the Website: Personal Information and Non-Personal Information.

**"Personal Information"** means personally identifiable information, such as your name, address, e-mail address, credit card information, birth date and gender, and any other information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. At the time of collection we will set out clearly the information that we are collecting and the purposes for which we will use it. It is always your choice whether or not to provide Personal Information. If you choose not to provide requested Personal Information, you will not be able to use certain features of the Website and/or Services and you will not be able to engage in transactions through the Website.

The following is a non-exhaustive list of the main means by which the Company may collect Personal Information on this Website:

- Communications from you to the Company or to other members;

- Postings you make on any public areas of the Website, if applicable and available from time to time;
- Purchases;
- Customer support;
- Use of the Services
- Volunteer application
- Registration for events; and
- Surveys.

We also may receive Personal Information from our business partners and other third parties, provided that such third parties confirm to us that their use of the Personal Information conforms to applicable privacy laws.

**"Non-Personal Information"** means information of an anonymous nature, such as an Internet Protocol Address (IP Address), the domain used to access the Website, and the type and version of browser or operating system being used. Aggregate information, such as demographic statistics of our users (e.g. average age or geographical allocation of our users), number of visitors, what pages users access or visit, average time spent on this Website, and information volunteered by the user, such as survey information, is also considered Non-Personal Information.

Information in the public domain is not subject to privacy legislation and as such is not included in this Policy. Where the Company's customers and clients, or other stakeholders, use their home contact information as business contact information, the Company considers that the contact information provided is business contact information, and is therefore not subject to protection as personal information. We consider donor and volunteer information always to be personal information, and do not disclose information about donors or volunteers without consent.

Non-Personal Information is collected or derived by us in the course of operating the Website and the Services. For example, our web servers may automatically collect Non-Personal Information which is provided through your browser or stored on a Cookie when you choose to visit the Website. We need this information in order to operate the Services, but we do not share it with any third parties. This Policy does not restrict our use of Non-Personal Information.

#### **4. Consent**

An individual's consent is required regarding the collection and proposed use of personal information when information is collected. Consent can be either express or implied and can be provided directly by the individual or by an authorized representative. Express consent can be given orally, electronically or in writing. Implied consent is consent that can reasonably be inferred from an individual's action or inaction. An individual's consent is required before confidential information is released to outside parties.

#### **5. Disclosure of Information**

The Company feels very strongly about keeping the Personal Information you give us confidential. We will not share the Personal Information we collect from you with any third party, except as indicated below.

From time to time we may employ third parties to help us improve our Website and to provide various services (e.g. Event registration using Event Espresso or Eventbrite.). These third parties may have limited access to databases of user information or registered member information solely for the purpose of helping us to provide such services.

### ***Important Exceptions***

We may disclose your Personal Information to a third party without your consent if we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other Website users or anyone else that could be harmed by such activities. We may disclose Personal Information when we believe in good faith that such disclosure is required by and in accordance with the law.

We may also disclose your Personal Information in connection with a corporate re-organization, a merger or amalgamation with another entity, or a sale of all or a substantial portion of our assets provided that the information disclosed continues to be used for the purposes permitted by this Privacy Policy by the entity acquiring the information.

## **6. Outside Parties and Sites**

Through us, you may be introduced to a variety of third party vendors and websites. The privacy policies of these third parties are not under our control and may differ from ours. The use of any information that you may provide to any third party, or the use of “cookie” technology by any third party, will be governed by the privacy policy of the operator of the website that you are visiting. If you have any doubts about the privacy of the information you are providing on another website, we recommend that you contact that website directly for more information and review its privacy policy.

## **7. Security and Limited Collection**

Personal information gathered by us shall be kept in confidence. The Company’s personnel shall be authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Appropriate physical and electronic measures shall be used to ensure personal information is secure. Access to donor and volunteer records shall be limited to those who require such information to fulfill their job responsibilities. Special protection shall be given to all records pertaining to anonymous donors. The confidentiality of donor and volunteer records shall continue after the relationship with the individual has ended.

The collection of personal information is limited to that which is relevant and necessary to our programs and fundraising efforts. The Company shall not make unwarranted or intrusive inquiries into a donor or prospect’s gift history or personal life and attributes all data that it collects.

## **8. Retention**

The Company will keep your Personal Information for as long as it remains necessary for the identified purposes or as required by law, which may extend beyond the termination of our relationship with you.

You acknowledge and agree that if you request that your name be removed from our databases, it may not be possible to completely delete all your Personal Information due to technological and legal constraints.

## **9. Amendment of this Policy**

If we find it necessary or desirable to change our Privacy Policy in the future, we will post an appropriate notice on the Website. Any change to this Privacy Policy will become effective thirty (30) days following the date the change is posted and will apply to information collected from the date of the posting of the revised privacy policy and to existing information held by the Company. The date on which the latest update was made is indicated at the top of this document. We recommend that you print a copy of this Privacy Policy for your reference and revisit this Policy from time to time to

ensure you are aware of any changes. Your continued use of the Website and/or Services signifies your acceptance of any changes to this Policy.

#### **10. Access, Accuracy and Confidentiality**

Personal information shall be complete, accurate and up-to-date as possible and donors are encouraged to review, correct and update personal information. Donors who request that their name and/or the amount of the gift not be publicly released shall remain anonymous. You have the right to access your Personal Information to verify the Personal Information that we have collected in respect of you. Upon receipt of your written request, we will provide you with a copy of your information. We will make every reasonable effort to keep your Personal Information accurate and up-to-date, and we will enable you to revise the Personal Information as appropriate. Having accurate Personal Information about you enables us to give you the best possible service.

You can help us ensure the accuracy of the data we hold about you by keeping us informed of any changes such as a change of address or telephone number. If you would like to access your information, or if you find any errors in our information about you, or if you have any questions, comments, or suggestions about this Privacy Policy or the Company's privacy practices that were not answered here please contact us at

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The Company will endeavor to deal with all such requests for access and modifications in a timely manner.