



## WEBSITE PRIVACY POLICY

**LAST UPDATE:** February 2019

Community Veterinary Outreach is committed to protecting your privacy and that of its employees, volunteers, members, customers, donors and other stakeholders. This privacy policy describes how we collect, store, use and distribute your personal information when you use our website (<https://vetoutreach.org/>) or services. Personal information means any information that can identify you as a person, such as your name, address, e-mail address, credit card information, birth date and gender.

### 1. Type of personal information collected

We collect and use personal information during the course of our various projects and activities, which include the clinics we hold from time to time. For example, in the course of using our services or website, you may voluntarily provide us with your contact information, such as your name, address, and e-mail address or your credit card information when making donations.

Additionally, when you visit our website, we may automatically collect personal information that is provided through your browser or stored on cookies. For example, we collect your Internet Protocol (IP) Address, the domain used to access the website, the type of browser or operating system you are using, the pages you visit, and the time you spend visiting the website. We need this information in order to improve our website and services, and we do not share it with any third parties except as described in this policy.

### 2. Purpose of collection

We collect, use and disclose personal information only as is reasonably required for:

- providing the particular product or service that you have requested;
- maintaining our customer/visitor lists;
- responding to your inquiries or feedback;
- improving our website and services to serve you better; and
- processing donations you make through the website.

### 3. Methods of collection

We may collect personal information on our website in various ways, including through your:

- communications with us;
- postings on any public areas of the website, if applicable and available from time to time;
- purchases;
- donations;
- use of customer support;
- use of our services;

- visits and/or use of the website;
- volunteer application;
- registration for events; and
- completion of surveys.

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

#### **4. Disclosure of Information**

We feel very strongly about keeping your personal information confidential and 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 party service providers to help us improve our website and to provide us with various services (e.g. event registration using Event Espresso or Eventbrite.)

These third parties may have limited access to databases containing your personal information, solely for the purpose of helping us provide our services. Additionally, these third parties are contractually bound by us to protect your personal information at the same level that we do and in accordance with applicable law.

We may also disclose your personal information in connection with a corporate transaction, such as a re-organization or merger, provided that the personal information is only used for the purposes permitted by this policy.

We may also disclose personal information when such disclosure is required by law.

#### **5. Location of storage**

We store your personal information on our servers located in Toronto.

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

Through us, you may be introduced to a variety of third-party vendors and websites. The use of your personal information or of cookie technology by these third parties is outside of our control. If you have questions about how these third parties use your personal information, we recommend that you review their privacy policy or contact that website directly for information.

#### **7. Security and Limited Access**

Personal information gathered by us shall be kept in confidence. Appropriate physical and electronic measures are used to ensure your personal information is secure. Our personnel is authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

The use of your 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.

#### **8. Retention**

We will only keep your personal information for as long as it is necessary for the identified purposes or as required by law. We will then delete or anonymize your personal information.

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

This policy may change from time to time. We recommend that you revisit this policy to ensure you are aware of its contents and changes.

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

You have the right and are encouraged to review, correct, update and request that we delete the personal information that we have about you. Having accurate personal information about you enables us to give you the best possible service. Upon receipt of your written request, we will provide you with a copy of your information.

Donors who request that their name and/or the amount of the gift not be publicly released will remain anonymous.

#### **11. Acceptance of Terms**

By using our website and/or services you consent to our collection and use of your personal information.

If you choose not to provide requested personal information, you may not be able to use certain features of the website or services.

#### **12. Contact**

If you have any questions about our Policy or would like to make a request to access, request, or have us delete your personal information, please contact us at:

P.O. Box 75, Carp, ON K0A 1L0  
Tel. 613-355-9371  
info@vetoutreach.org

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

---

#### **Cookie Pop-up**

This website uses cookies that recognize your computer or device to give you the best user experience and to improve its features. You can disable cookies through your browser, but some features of the site will no longer be available.

To read our Website Terms & Conditions, [click here](#).