

PRIVACY POLICY STATEMENT

North York Community House (“NYCH”) is committed to protecting the privacy of our service users, donors, volunteers, and visitors. This Privacy Policy applies to NYCH’s website and governs our data collection and usage. By using NYCH’s website, you consent to the data collection and usage procedures described in this policy.

COLLECTION OF PERSONAL INFORMATION

We collect personally identifiable information, such as your e-mail address, name, address and/or telephone numbers that you voluntarily give to us when you register for our programs, make a donation, or agree to receive information from us. NYCH may also collect anonymous demographic information, which is not unique to you, such as your age, gender, preferred language, and country of origin.

There is also information about your computer hardware and software that is automatically collected by NYCH, which can include your IP address, browser type, domain names, access times and referring website addresses. This information is used by NYCH for the operation of our service, to maintain quality of service, and provide data regarding use of NYCH’s website. If you directly disclose personally identifiable information or personally sensitive data through NYCH’s public message boards, this information may be collected and used by others. Please note: NYCH does not read any of your private online communications. NYCH is not responsible for the privacy statements or other content on websites outside of NYCH.

NYCH may collect information related to your donations, including payment details (e.g., credit card number, brand, expiration date) when you make a donation through our website. We store limited information, and our payment processor handles all other financial information securely.

USE OF PERSONAL INFORMATION

NYCH collects and uses your personal information to ensure your experience with our website is as efficient and effective as possible. NYCH may use your personally identifiable information to inform you of other services available from NYCH, process your donations, share volunteer opportunities, share notices and updates about technical systems, request your opinion about NYCH’s current services or other services you would like to receive, improve our website to better serve our community, and customize our information to your interests.

NYCH does not sell, rent or lease its service user lists to third parties. NYCH may share data with third-party service providers that perform services for us or on our behalf, such as payment processing, data analysis, email delivery, hosting services, or customer service. All such third parties are prohibited from using your personal information except to provide these services to NYCH, and they are required to maintain the confidentiality of your information.

NYCH will only disclose your personal information without notice if required by law, and/or if we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of yourself and others.

SECURITY OF INFORMATION

NYCH secures your personal information from unauthorized access, use or disclosure. NYCH secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption.

While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

CHANGES TO PRIVACY POLICY

NYCH may update this Privacy Policy from time to time to reflect changes at NYCH, to our practices or for other operational, legal, or regulatory reasons. We will notify you of any changes by posting the new Privacy Policy on this page. You are encouraged to review this Privacy Policy periodically to stay informed about the ways NYCH is protecting your information.

CONTACT INFORMATION

We welcome your feedback about your privacy or this Privacy Policy. If you have questions or concerns, please contact North York Community House at nych@nych.ca.