

POLICY and PROCEDURE

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Original Date:	February 22, 2024	Revision Date: February 22, 2024

Policy

Holland Christian Homes is committed to protecting the privacy, confidentiality and security of all personal information to which we are entrusted. Our privacy commitments incorporate the provisions of the Health Information Protection Act including: The Personal Health Information Protection Act (PHIPA); The Quality of Care Information Protection Act; and The Personal Information Protection and Electronic Documents Act (PIPEDA). (If you would like a copy of our corporate Privacy Policy, please contact us.)

This Website Privacy Policy describes what personal information is collected through our website and how this information is used.

1. Information collected

We collect personal information fairly and in accordance with the law.

No personally identifying information (PII) is automatically collected by using our website. Personally identifying information is information that could identify you directly or indirectly as an individual, such as your name, address, email address, IP address and/or phone number. The only personally identifying information collected through our website is information that you choose to provide to us through our online forms. (You may also, or in addition, choose to provide personally identifying information to us through ways other than our website, such as by phone, email, and/or fax.)

Our website, like most websites, collects non-personally identifying or anonymous information. The information collected does not include any identifiable personal information and cannot be used by Holland Christian Homes or the service providers to identify you:

Cookies and analytics – Our website uses cookies and analytics software that monitors traffic patterns, usage and related information in order to optimize our website's performance.

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IP addresses – Web servers used by Holland Christian Homes will automatically collect Internet Protocol (IP) addresses and this information may be used to analyze activity and prevent fraudulent acts and possible network attacks.

2. Use of information collected

We use personal information to carry out the activities of our organization. These include, but are not limited to:

- Respond to questions and inquires submitted to us from stakeholders including residents, loved ones of residents and the general public
- Accept, process and respond to individuals applying for or inquiring about our accommodations and living at Holland Christian Homes
- Accept, process and respond to applications for employment, student placements and/or volunteer positions
- Accept, process and acknowledge donations, event registrations and other fundraising initiatives
- Inform people about our communications and marketing initiatives
- Provide anonymous insight into how our website is being used

With some exceptions where we are legally bound to do so (e.g. sending tax receipts), individuals who no longer wish to receive information from Holland Christian Homes may contact us and ask to no longer receive the information from us.

3. Securing personal information

Holland Christian Homes takes precautions to ensure that personal information is kept safe from loss, unauthorized access, modification and disclosure. Among the steps taken to protect personal information are:

- Premises security
- Confidentiality policies
- Internal password and security policies

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- Deploying technological safeguards like security software and firewalls to prevent unauthorized computer access or “hacking

4. Disclosure of personal information

We make significant efforts to ensure that the personal information provided to us remains private and that it is used for the purpose intended. We will not sell, rent, share or otherwise disclose the personal information provided to us through our website to third parties unless:

- We have consent to do so
- We are required by law or by a warrant, subpoena or rules of court to do so
- We engage or retain professionals in the course of our activities (like computer back-up services, archival file storage or insurance) and the professionals are bound by obligations regarding privacy which are consistent with this Policy

5. External links

Our website contains links to other sites, which are not governed by this Policy.

6. Updating information

Since we use personal information to carry out our activities and serve our stakeholders, it is important that the information be accurate and up-to-date. If during the course of your relationship with Holland Christian Homes any of your personal information changes, please inform us so we can make any necessary changes. We may also periodically inquire whether particular individual’s personal information provided earlier is accurate and up-to-date.

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7. For more information

Any questions regarding personal information should be directed to:

Chief Privacy Officer
Holland Christian Homes
7900 McLaughlin Road South
Brampton, Ontario L6Y 5A7
Phone: 905.459.3333 Email: privacy@hch.ca

8. Changes to this Website Privacy Policy

Holland Christian Homes may review and amend this Website Privacy Policy at any time to align with our procedures and with the law. The current version of this policy will be posted here on our website.