



West Island Cancer Wellness Centre's Privacy Policy

The West Island Cancer Wellness Centre (the “**Organisation**”, “**we**”, or “**us**”) values and respects your privacy. We have prepared this privacy policy to explain how we collect, use and disclose personal information when you visit our website located at <https://www.wicwc.com> (the “**Website**”), use our services and programs or otherwise interact with us.

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COLLECTION AND USE OF PERSONAL INFORMATION

In certain contexts, the Organisation collects and uses personal information on behalf of and while providing services to our participants, such as when we onboard participants for programming through the centre or when participants provide updated health information throughout their time using our services. In other contexts, we may collect personal information on our own behalf, such as in connection with visits to our website, job applications, volunteering applications, fundraising and donation as well as to send communications.

Information we process through third parties (e.g., pharmacies, hospitals and healthcare professionals):

We may also obtain information on our participants from pharmacies, hospitals, and healthcare professionals only where prior consent has been obtained from the applicable participant. We use this information to onboard participants and provide them with the appropriate services.

West Island Cancer Wellness Centre - WICWC

Le Centre de bien-être de l'Ouest-de-l'Île pour personnes atteintes de cancer

115 rue Du Barry - Kirkland (QC) H9H 0C4 | 514 695-9355 | wicwc.org - info@wicwc.org | BN 85521 2221 RR0001

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These third parties are responsible for providing all required notices, obtaining all necessary consents and otherwise complying with applicable privacy laws with respect to the collection and transfer of the information to us.

Information we collect and use through our Website and the services we offer directly to you:

We may collect personal information when you:

- Register for and use our services and programming;
- Sign up to receive emails such as newsletters and updates;
- Make a donation to the Centre;
- Attend one of our events;
- Apply for a job at the Organisation;
- Apply to volunteer at the Organisation;
- Authorize your pharmacist or healthcare professional to provide with information directly;
or
- Contact us.

Registration and Use of the Services: When you sign up to use our services and programs, we will collect your name, age, province of residence, postal code, email address, specific health related information concerning your diagnosis and personal circumstance. We use this information to provide appropriate programming and services to our participants as well as for limited reporting purposes (but for reporting all data is anonymized).




Communications: If you sign up to receive email communications, we will collect your email address in order to send you newsletters and updates that may be tailored to your interests and preferences. You can unsubscribe at any time by clicking the “unsubscribe” link included at the bottom of each email. Alternatively, you can opt-out of receiving email communications by contacting us at the contact information provided in the “Contact Us” section below. Please note that you may continue to receive scheduling related communications from us.

Surveys: From time to time, we may offer you the opportunity to participate in one of our surveys on an optional basis. We use the information collected through our surveys to help us understand our participants’ needs and interests and to develop and improve our services and the Website.

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Donations: If you make a donation to the Organisation, we may collect your full name, email address, city, province, postal code, country, phone number, and any other information you may provide us in connection with your donation. We collect this information so that we can communicate with you about your donations and about future fundraising opportunities.

Payment: When you make a donation, we (or our authorized third-party payment processor) will collect your full name and payment information (including billing address, credit card number, expiry date and CVV code) in order to process the transaction.

Events: If you attend one of our events or webinars, we may collect your full name, email address, city, province, postal code, country, phone number, and any other information you may provide us in connection with the event or webinar. We collect this information so that we can communicate with you about the event and contact you about future events.

Employment and Volunteering: In connection with a job application, volunteer position application or related inquiry, you may provide us with certain personal information about yourself (such as that contained in a resume, cover letter, or similar employment-related materials). We use this information for the purpose of processing and responding to your application for current and future career or volunteering opportunities, as applicable.

Contact Us: When you contact us with a comment, question or complaint through email, telephone or in person, you may be asked for information that identifies you, such as your name, email address, address and a telephone number, along with additional information we need to help us promptly answer your question or respond to your comment or complaint. We may retain this information to assist you in the future and to improve our services.

Non-Identifiable Information: We may modify or aggregate your personal information such that it cannot reasonably be associated with you to conduct research and/or analytics with the goal of providing reporting to our donors and sources funding.

SHARING OF PERSONAL INFORMATION




We do not sell or disclose your personal information to third parties without your consent, except as set forth below or as required or permitted by law.

Service Providers: Your personal information will be transferred (or otherwise made available) to certain third parties that provide services on our behalf. We use service providers to provide services such as hosting the Website, processing payments, scheduling for participant, advertising, marketing and fundraising services. Our service providers are only provided with the information they need to perform their designated functions and are not authorized to use or

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disclose personal information for their own marketing or other purposes. We and our service providers may access, store and otherwise process personal information outside of Canada (and, for residents of Quebec, outside of Quebec), including in the United States, where we or our service providers are located.

Legal and Compliance: We and our Canadian and foreign service providers may disclose your personal information in response to a search warrant or other legally valid inquiry or order or to another organization to investigate a breach of an agreement or contravention of law or detect, suppressing or preventing fraud, or as otherwise may be required or permitted by applicable Canadian or law or legal process, which may include lawful access by U.S. or foreign courts, law enforcement or other government authorities. Your personal information may also be disclosed where necessary for the establishment, exercise or defence of legal claims and to investigate or prevent actual or suspected loss or harm to persons or property.

INFORMATION ABOUT OUR WEBSITE

Visiting our Website: In general, you can visit our Website without telling us who you are or submitting any personal information. However, we collect the IP (Internet protocol) addresses of all visitors to our Website and other related information, such as page requests, browser type, operating system and average time spent on our Website. We use this information to help us understand website activity and to monitor and improve our Website.




Cookies: Our Website uses a technology called “cookies”. A cookie is a tiny element of data that our Website sends to a user’s browser, which may then be stored on the user’s hard drive so that we can recognize the user’s computer or device when they return. You may set your browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies from our Website, you may not be able to take advantage of all of the Website’s features.

Analytics: We may use a third party such as Google Analytics to help us gather and analyze information about the areas visited on the Website (such as the pages most read, time spent, search terms and other engagement data) to evaluate and improve the user experience and the Website. These third parties may use cookies and other tracking technologies. For more information about Google Analytics or to prevent the storage and processing of this data (including your IP address) by Google, you can download and install the browser plug-in available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>. You can also obtain additional information on Google Analytics’ data privacy and security at the following links:

- <https://policies.google.com/technologies/partner-sites> and
- <https://support.google.com/analytics/topic/2919631>

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Third-Party Links: Our Website may contain links to other websites that the Organisation does not own or operate. We provide links to third-party websites as a convenience to the user. These links are not intended as an endorsement of or referral to the linked website. The linked websites have separate and independent privacy policies, notices and terms of use. We do not have any control over such websites, and therefore we have no responsibility or liability for the manner in which the organizations that operate such linked websites may collect, use or disclose, secure and otherwise treat personal information. We encourage you to read the privacy policy of every website you visit.

INTEREST-BASED ADVERTISING

We work with third parties such as ad networks and other advertising companies that use their own tracking technologies (including cookies and pixel tags) on our Website in order to provide you with tailored advertisements across the Internet. These companies may collect information about your activity on our Website and third-party websites (such as web pages you visit and your interaction with our advertising and other communications) and use this information to make predictions about your preferences, develop personalized content and deliver ads that are more relevant to you on third-party websites. This information may also be used to evaluate the effectiveness of our online advertising campaigns.

Opting Out of Interest-Based Advertising: For more information about interest-based advertising and to understand your options, including how you can opt out of receiving behavioural ads from third-party advertising companies participating in the Digital Advertising Alliance of Canada, please visit the Digital Advertising Alliance of Canada website at <http://youradchoices.ca/choices>.

Please note that even if you opt out of interest-based advertising by a third party, these tracking technologies may still collect data for other purposes, including analytics, and you will still see ads from us, but the ads will not be targeted based on behavioural information about you and may therefore be less relevant to you and your interests.

To successfully opt out, you must have cookies enabled in your web browser (see your browser's instructions for information on cookies and how to enable them). Your opt-out only applies to the web browser you use so you must opt out of each web browser on each device you use. Once you opt out, if you delete your browser's saved cookies, you will need to opt out again.




SAFEGUARDS AND RETENTION

We have implemented reasonable administrative, technical and physical measures in an effort to safeguard the personal information in our custody and control against theft, loss and unauthorized access, use, modification and disclosure. We restrict access to personal

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information on a need-to-know basis to employees and authorized service providers who require access to fulfil their job requirements.

We have record retention processes designed to retain personal information for no longer than necessary for the purposes set out in this privacy policy or as otherwise required to meet legal or business requirements.

YOUR CHOICES

Communications

As indicated above, if you have signed up to receive our email communications, you can unsubscribe any time by clicking the “unsubscribe” link included at the bottom of the email. Alternatively, you can opt out of receiving our email communications by contacting us using the contact information under “Contact Us” below.

Exercising Your Privacy Rights

Subject to applicable law, you have the right to access, update and correct inaccuracies in, and withdraw consent to our collection, use and disclosure of, your personal information in our custody or control. You may make such a request or withdraw your consent by emailing or writing to us using the contact information set out below. We may request certain personal information for the purpose of verifying your identity.

To opt out of interest-based advertising, see the “Interest-Based Advertising” section above.

UPDATES TO THE PRIVACY POLICY

We may update this privacy policy periodically to reflect changes to our privacy practices. We encourage you to periodically review this page to ensure you are familiar with those changes. We will indicate at the top of this privacy policy when it was most recently updated.




CONTACT US

If you have any questions or comments about this privacy policy or the manner in which we or our service providers (including our service providers outside Canada) treat your personal information, or to exercise any rights in respect of your personal information, please contact:

Debbie Magwood
514-695-9355
debbie@wicwc.org

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OUR PRIVACY POLICIES AND PRACTICES




We are committed to protecting personal information and have implemented policies and practices that govern our treatment of personal information. These policies and procedures include, among other things, the following:

- We have implemented policies and procedures to protect personal information in our custody and control from unauthorized access, use or disclosure. These include physical safeguards for paper records and technical safeguards for digital records (such as secure servers and multi-factor authentication).
- We have implemented processes to respond to data subject requests and complaints promptly and effectively, including a protocol for security breaches that prioritizes informing affected persons promptly.
- We have implemented a framework for retaining and destroying personal information to ensure compliance with legal obligations and to securely destroy personal information once no longer required.
- We have designated a Privacy Officer responsible for overseeing the organization's compliance with applicable privacy legislation.
- We have implemented a privacy framework that defines the roles and responsibilities for our employees with respect to the treatment of personal information. This framework also includes written confidentiality acknowledgements signed by all volunteers and participants to ensure they are aware of their confidentiality obligations.

Last Update: February, 20 2024

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