



PRIVACY POLICY

1. IMPORTANT

Doctors of the World Canada (hereinafter DotW Canada) recognizes the importance of an individual's right to privacy. DotW Canada endeavours to comply with applicable data protection legislation by preserving the confidentiality, security and accuracy of the personal information it collects and which it manages.

This Privacy Policy (hereinafter *the Policy*) applies to all personal information DotW Canada collects, holds and uses, or discloses to third parties. The types of personal information that DotW Canada collects and processes vary according to an individual's profile: donor, member, partner, volunteer, newsletter and social network subscriber, website user, employee, job candidate, and event, campaign and training participant.

The following information may be collected for identification purposes:

- Family name; Given name
- Date of birth
- Marital status
- Home address
- Email address
- Information appearing on a piece of identification such as a driver's license or passport, or a social insurance number (for an employee or service provider who is self-employed for tax purposes)
- Occupation
- Credit card number

DotW Canada limits information collection to only what is necessary.

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Last updated June, 2023

2. USAGE AND COMMUNICATION OF PERSONAL INFORMATION

DotW Canada uses and discloses information for the following reasons:

- For identification purposes
- Update and verify its accuracy
- Communication using the contact information an individual consented to provide
- Use and disclose certain information permitted by law
- Respond to any inquiry from the individual who provided the information
- Communicate with an individual concerning a matter related to their inquiry
- Provide additional information or communicate with an individual regarding DotW Canada services

This Policy details how DotW Canada manages personal information which is collected for the purposes stated below.

Please read this Policy carefully, since accessing and using <https://doctorsoftheworld.ca/> and the services it details signifies you have read, understood and accepted all the conditions stated therein.

If you do not agree with any part of this Policy, we request that you cease and desist accessing <https://doctorsoftheworld.ca/>, and refrain from providing your personal information.

To maintain the most rigorous standards in managing personal information, DotW Canada is committed to respecting the requirements detailed in the province of Quebec's *Act respecting the protection of personal information in the private sector*.

This Policy is subject to change as per evolving requirements of laws, regulations or organizational practices. We encourage periodically consulting <https://doctorsoftheworld.ca/> to be aware of any updates.



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Definition – Personal information

Personal information – regardless of the medium and form in which it is accessed (written, graphic, audio, visual, computerized or other) – is any information concerning a physical person and directly or indirectly enables said person to be identified (excluding professional contact details).

Personal information includes names, gender, mailing and / or email address, telephone number, date of birth, credit card or other financial details, donations (amounts and dates), volunteerism, etc.

BY BROWSING [HTTPS://DOCTORSOFTEHWORLD.CA](https://doctorsoftheworld.ca), A PERSON AUTHORIZES THE COLLECTION AND USAGE OF PERSONAL INFORMATION FOR PROCESSING PURPOSES UNDER THE CONDITIONS DETAILED IN THIS PRIVACY POLICY.

1. REASONS FOR COLLECTING PERSONAL INFORMATION

1.1. Personal information is collected for the following purposes:

- Provide training related to actions and services developed by DotW Canada
- Share news and event information and updates pertaining to DotW Canada via newsletters and personalized emails
- Raise funds through DotW Canada's online donation feature
- Fund and promote DotW Canada's services and events
- Recruit and assign volunteers and organize volunteer relations with DotW Canada
- Recruit candidates for employment opportunities published on the DotW Canada website: <https://doctorsoftheworld.ca/>
- Inform DotW Canada members about DotW Canada events, opportunities for campaign engagement, petition signings or open letters
- Communicate with donors, DotW Canada members, partners, volunteers, newsletter and social network subscribers, employees, job candidates, DotW Canada training/campaign/event participants, or users of services found at <https://doctorsoftheworld.ca/>
- Respond to requests pertaining to DotW Canada
- Comply with DotW Canada's legal and regulatory obligations

1.2. DotW Canada automatically receives and stores certain types of non-personally identifiable information each time an individual visits the DotW Canada website.



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- **Cookies** that track the user experience on the DotW Canada website (new users, time spent on the website, number of pages viewed).
- **Google Analytics:** DotW Canada uses Google Analytics for its website (<https://doctorsoftheworld.ca/>). Google Analytics uses cookies and other technologies that are placed in a browser, an app or a device. These cookies store data regarding visits to the DotW Canada website.

2. CONSENT

2.1. It is possible to consent to the collection, usage and disclosure of personal information by various means. In principle, consent must be unambiguous, clear, informed and provided for specific purposes. Additionally, consent is only valid for the duration deemed necessary to achieve the purposes for which it was requested.

2.2. When personal information is sent through DotW Canada's website for the purposes set out in Article 1.1, DotW Canada considers this to mean that consent has been given by the acceptance box having been checked (relating to the application of this Policy). Consequently, DotW Canada is authorized to collect, use and communicate this personal information for the defined purposes.

2.3. In the event of personal information being used or disclosed for purposes other than those specified in this Policy, DotW Canada is required to obtain prior consent, unless the disclosure is authorized or required by law.

2.4. Consent may be time-limited and may be withdrawn at any time under the conditions detailed below in Article 8 of this Policy.

2.5. A minor under the age of 14 cannot use the services offered by DotW Canada without authorization from a parental authority or a guardian.

3. RESTRICTIONS AND MEANS OF COLLECTION

3.1. DotW Canada only collects personal information deemed necessary to achieve the purposes set out in Article 1.1.

3.2. Personal information is collected using various means, including the following:

- Upon making a donation; registering for a DotW Canada training course or event; communicating with DotW Canada; registering to receive the DotW Canada newsletter; submitting an application for employment to DotW Canada; and/or registering to become a member or a volunteer. DotW Canada may collect this information in person, by mail, by telephone or through DotW Canada's website (<https://doctorsoftheworld.ca/>).



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4. USAGE LIMITS (COMMUNICATION AND STORAGE)

- 4.1. DotW Canada only uses personal information for the purposes specified above.
- 4.2. DotW Canada is responsible to ensure all information that is collected is limited – both in quantity and type – to what is deemed necessary to fulfill stated purposes.
- 4.3. Personal information may be shared, if necessary, with third party service providers and/or partners (collectively known as "Affiliates"), in addition to being shared with DotW Canada employees and volunteers. Affiliates help DotW Canada establish, manage and maintain relationships, and provide products and services to DotW Canada.
- 4.4. These affiliates may have access to, or process personal information in connection with, the services they provide to DotW Canada. DotW Canada limits the information that is provided to only that which is reasonably necessary for affiliates to perform their duties. Written contracts and undertakings that have been entered into require affiliates to take adequate measures to ensure the confidentiality and protection of this information.
- 4.5. Personal information may also be shared with government, regulatory or law enforcement agencies when DotW Canada is required to disclose such information, or if DotW Canada believes in good faith that such disclosure is necessary to comply with applicable laws.
- 4.6. Personal information – in principle – is only kept for the time required to meet the purposes specified in this Policy, and only for the duration of time required by law.
- 4.7. Personal information is securely destroyed once it is no longer required.
- 4.8. The Act respecting the protection of personal information in the private sector provides a right of access and a right of rectification to persons (or interested parties) who are concerned about personal information. Article 8 below details the exercise of these rights.

5. SECURITY

- 5.1. DotW Canada recognizes that security measures play an integral role in ensuring confidentiality of personal information. DotW Canada makes every effort to take security precautions to protect personal information in accordance with applicable legislation regarding personal information protection.
- 5.2. DotW Canada maintains reasonable and appropriate security measures to protect personal information against the risk of loss or theft, as well as against unauthorized viewing, communication, copying, usage or modification. Physical, organizational and technical protection measures are used and regularly evaluated and updated. These safeguards are also applicable to the disposal or destruction of personal information.

6. ACCURACY



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6.1. DotW Canada seeks to ensure the accuracy, completeness and relevance of personal information that is provided so as to meet the requirements pertaining to its use.

6.2. DotW Canada relies upon its donors, event and training participants, job candidates, volunteers, newsletter subscribers and people who use DotW Canada's services to provide accurate information and to inform DotW Canada when updates are required.

7. TRANSPARENCY

7.1. Upon request, DotW Canada can provide information concerning its personal information practices. DotW Canada also takes measures to ensure its employees and volunteers are aware of issues surrounding the protection of personal information: These employees and volunteers can respond to inquiries about information handling practices, as well as forward complaints to the Privacy Officer.

8. ACCESSING, CORRECTING OR WITHDRAWING CONSENT

8.1. To gain access to their personal information, the person concerned (or an interested party) must send a written request to the person responsible for the protection of personal information at DotW Canada (contact details appear at the end of this Policy).

8.2. The person concerned (or an interested party) may, if necessary, question the accuracy and completeness of the information obtained. To request rectification of their personal information, the person concerned (or an interested party) must send a written request to the person responsible for the protection of personal information at DotW Canada (contact details appear at the end of this Policy).

The request must be especially precise to allow DotW Canada the ability to correct or properly complete the personal information deemed inaccurate or incomplete.

8.3. To withdraw their consent to the communication or use of their personal information, the person concerned (or an interested party) must send a written request to the person responsible for the protection of personal information at DotW Canada (contact details appear at the end of this Policy).

8.4. Written requests must be sufficiently detailed to allow DotW Canada the ability to authenticate the identity of the person concerned (or an interested party) who submits the request provided for in Articles 8.1., 8.2. and 8.3. above.

8.5. DotW Canada normally responds to requests for access, rectification or withdrawal of consent within 30 days of receipt and in accordance with the deadlines prescribed by the Act respecting the protection of personal information in the private sector.

All necessary assistance will be reasonably provided to the person concerned (or an interested party) who wants to gain access or rectify their personal information, including clarifying exactly what is being sought.

Depending upon the amount of information requested in context of an access request, a nominal fee may be charged to cover the costs associated with responding to the request.



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Written notification will be provided if the requested personal information is not in DotW Canada's possession, or if DotW Canada must deny the person concerned (or an interested party) access to their personal information for legal, regulatory or other reasons.

9. RECOURSE BEFORE THE ACCESS TO INFORMATION COMMISSION

9.1. If the person concerned (or an interested party) is not satisfied with the way DotW Canada handled their request for access to, or rectification of, personal information, particularly if there was no response or an unsatisfactory response, the person concerned (or an interested party) may contact the Access to Information Commission to make a request for a review of disagreement.

Contact us:

For any questions regarding this Privacy Policy, DotW Canada's privacy practices, or if you wish to access or make corrections to your personal information or withdraw your consent, please contact:

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