

Privacy Policy

Purpose

The King's Trust Canada ("TKTC") is committed to protecting the privacy of personal information and maintaining the confidentiality, accuracy, and security of the personal information it collects, uses, and discloses. This policy applies to all personal information provided by program participants, including minor-aged participants (under the age of majority in the applicable province or territory), partners, donors, staff, volunteers, independent contractors, suppliers, and other stakeholders. We recognize that maintaining trust with individuals is paramount, and we strive to be transparent and accountable in how we treat the information shared with us. TKTC respects the rights of individuals to control the collection, use, and disclosure of their personal information.

Definitions

Personal information refers to information about an identifiable individual, which can include but is not limited to name, address, gender, age, ID numbers, income, racial or ethnic origin, relationship status, employee files, payment or medical/health records, assessments or evaluations. An individual's name does not need to be attached to the information for it to qualify as personal information.

Collecting Personal Information

TKTC collects personal information for the following purposes:

1. To establish and maintain responsible relationships with participants, partners, donors, staff, volunteers, independent contractors, and suppliers;
2. To manage, develop, and enhance TKTC operations, programs, and events;
3. To acknowledge gifts, issue tax receipts, and address administrative requirements;
4. To process and collect fees for services;
5. To assess participant needs;
6. To determine eligibility for programs, events, employment, or volunteer opportunities;
7. To provide safe and secure environments for all TKTC activities;
8. To collect data for internal measurement and evaluation;
9. To understand the changing needs of the communities we serve;
10. To communicate opportunities for participation in TKTC's programs, events, and philanthropic initiatives;
11. To manage registration for programs and events, including media consent;

12. To complete donation pledge forms and financial contributions;
13. To manage employee benefits enrollment and other employee-related matters;
14. To facilitate volunteer registrations; and
15. To meet legal, regulatory, and contractual requirements.

TKTC does not rent, sell, or trade its mailing lists. Information collected will be used solely to deliver programs and keep individuals informed about TKTC's activities, including special events, funding needs, volunteer opportunities, and more. If at any time you wish to be removed from these communications, you may contact us at privacy@kingstrust.ca.

Consent

By providing personal information to TKTC, individuals consent to its collection, use, and disclosure in accordance with this policy, except where consent is not required or is withdrawn in accordance with applicable law.

Privacy Practices

Personal information collected by TKTC is kept confidential. Access to personal information is restricted to staff and volunteers who require it for the specific purposes for which it was collected. Safeguards are in place to prevent unauthorized access, disclosure, or destruction of personal information. We take all reasonable steps to ensure the accuracy and integrity of the information we maintain.

TKTC collects, uses, and discloses personal information only for purposes that a reasonable person would consider appropriate, given the context in which it was collected. Individuals are offered the opportunity to opt out of having their information shared for purposes beyond those explicitly stated at the time of collection.

Anyone handling personal information on behalf of TKTC is expected to comply with this policy and related privacy and security requirements. Any suspected misuse, unauthorized handling, or breach of personal information will be reviewed and addressed appropriately.

Emergency Circumstances

In urgent circumstances threatening the life, health, or safety of an individual, TKTC may disclose personal information without consent, as permitted by Personal Information Protection and Electronic Documents Act (PIPEDA).

Cookies

TKTC's website uses cookies to enhance user experience. Cookies are small files stored on your device when you visit the site. They help us remember your preferences and improve site functionality. The types of cookies used include:

- **Comment-related Cookies:** If you leave a comment on our site, you may opt-in to save your name, email address, and website in cookies. This saves you from having to re-enter your details when you leave another comment.
- **Login Cookies:** When you visit the login page, a temporary cookie will be set to determine if your browser accepts cookies. This cookie does not contain personal data and is discarded when you close your browser. If you log in, several cookies will be set to save your login information and screen display preferences.
- **Other Cookies:** Additional cookies may be used to track your activity on the site, such as when editing or publishing an article.

If you do not want to use cookies, you can disable them in your browser settings. However, doing so may affect the functionality of some features on the website.

Embedded Content from Other Websites

Articles and other content on TKTC's website may include embedded content (e.g., videos, images, forms, etc.). Embedded content from external websites behaves the same way as if you visited the other website directly. These external sites may collect data about you, use cookies, and monitor your interaction with the embedded content.

TKTC may use third-party platforms to support activities such as event registration, donations, program delivery, and communications. Where forms, links, or other content from these platforms are embedded in or linked through our website, the third-party provider may collect personal information directly. TKTC encourages users to review the provider's privacy policy to understand how their information is collected, used, and protected.

Who We Share Your Data With

TKTC engages third-party service providers to support the operation of its website and organizational activities, including website analytics, communications, payment and donation processing, learning management, program delivery, and information management. These providers may collect or process personal information in accordance with their own privacy policies and their agreements with TKTC.

We encourage users to review the privacy policies of the third-party services we use to understand how their data is managed.

Third-Party Service Providers & Platforms

TKTC uses third-party systems and platforms to support its operations, including learning management, donor and stakeholder relationship management, program administration, communications, and payment processing. These providers may collect, store, or process personal information on TKTC's behalf.

Some third-party service providers used by TKTC may store or process personal information on servers located outside Canada. As a result, personal information may be subject to the laws of those jurisdictions. TKTC ensures that vendors handling personal information meet appropriate privacy and security standards.

Staff, volunteers, contractors, and others handling personal information on TKTC's behalf must use only systems, platforms, and storage environments that have been approved or authorized by TKTC.

Limiting Collection

TKTC limits the collection of personal information to what is necessary for the purposes identified in this policy. Personal information will be collected by fair and lawful means, and staff and volunteers will collect data directly from individuals or through authorized organizations.

Data Storage & Retention

TKTC stores personal information in secure digital systems and, where required, in locked physical files. Personal information will be retained only as long as necessary to fulfill the purposes for which it was collected or as required by law. When information is no longer required, it is securely deleted or destroyed.

Access and Correction of Personal Information

Individuals may request access to their personal information and request corrections where appropriate by contacting the Privacy Officer (who oversees policy, complaints, audits, and legal updates – currently designated as the Director, People and Performance). The Privacy Officer will respond within 30 days.

Updating of Privacy Policy

TKTC regularly reviews and updates this policy to ensure compliance with applicable privacy and data protection laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA), where applicable. Any significant changes will be communicated to affected individuals.

Contact Information

Staff, Volunteers, Contractors, and Program Partners may raise concerns or complaints about how personal information is handled by contacting the Privacy Officer at privacy@kingstrust.ca or 647-326-5982.

The Privacy Officer will acknowledge receipt within 5 business days and provide a response within 30 days.