



# Jewish Family Services Privacy Statement

## Our commitment to you

Jewish Family Services (JFS) is committed to protecting the privacy of the personal information of our staff, donors, clients, volunteers and other stakeholders, and maintains best practices when managing any personal information collected from you or on your behalf. JFS collects, uses, and discloses information in compliance with the *Personal Information Protection Act* (PIPA), and other applicable legislation.

## What is personal information?

“Personal information” includes “information about an identifiable individual, including ethnic origin or colour, age, marital status, religion, education, medical, criminal, employment or financial history, address and telephone number, numerical identifiers such as Social Insurance Number and views and personal opinions. Personal information does not include the name, title, business address or business telephone number of an employee of JFS.

## Why do we need to collect your personal information?

**Clients** - JFS collects and uses your personal information for the purposes of identifying you, providing you with support, administering the services that we provide and communicating with you. We collect only the information that is required to fulfill those purposes. We do not collect any other information, or allow information to be used for other purposes, without your express (i.e., verbal, written or electronic) consent - except where authorized to do so by law.

**Donors** - JFS collects, uses and discloses personal information from our donors to identify and help you meet your philanthropic needs, process your donations, provide tax receipts, direct your gifts in the manner you choose, keep you informed about gift giving opportunities and JFS activities, recognize your philanthropic activities in the community, and comply with federal and provincial legal and regulatory guidelines and reporting requirements.

**Volunteers** – JFS collects, uses and discloses personal information from our volunteers to keep you informed about our activities, assist you in performing your roles in the organization, and comply with federal and provincial guidelines and reporting requirements.

**Staff** – JFS collects, uses and discloses personal information from our employees to assist in administering employee benefit programs, accommodate disabled individuals in the workplace, assist employees with illnesses or injuries in returning to work, support your ongoing training and development, and comply with federal and provincial guidelines and reporting requirements.

## Consent

We only collect personal information when authorized by law or with the person's consent. Consent may be explicit (i.e. provided in writing), or implied, where the purpose for collecting, using or disclosing personal information would be considered obvious, and is volunteered by the individual for that purpose, with a reasonable opportunity to opt out.

## Withdrawal of consent:

You can withdraw your consent to us collecting your personal information or having your information shared with service providers or contractors by giving us reasonable notice, except where the collection or disclosure is authorized by law. However, please discuss this with us first so we can explain the possible consequences of withdrawing consent.

## Limiting Collection

We will collect only information necessary to meet the purposes identified above.

Personal information will be collected directly from you, unless we are authorized to collect the information through another method by you, or as required by law under PIPA, or through court order.

## How do we protect personal information?

We only collect and use personal information that is necessary for the intended purpose. We keep your information for only as long necessary and maintain its confidentiality when it is destroyed. We make sure that your personal information is kept accurate, complete and up-to-date. We protect your information from unauthorized access or use through physical and electronic security safeguards and limit access to only authorized persons and only when necessary. All of our staff, volunteers and the other people working at the JFS sign confidentiality agreements that require the safeguarding and proper use of your personal information.

## How do we dispose of information when it is no longer required?

Personal information that is no longer required is destroyed using industry standard protocols. We maintain policies for the secure disposal of personal information, including shredding hardcopy files.

## Availability of the Privacy Policy

JFS posts a statement regarding privacy management practices on our public website. The notice includes how to submit a complaint and the contact information for our Privacy Officer.

Any questions, complaints or concerns on how we manage personal information should be directed to our Privacy Officer.

## Individual Access

Upon written request, and within 30 days, you are entitled to access personal information under our control, subject to the exceptions to access as set out in PIPA section 29. Information can only be released to third parties if express consent by you is provided to us.

## Questions and Concerns

You may send your privacy related questions, concerns or complaints to our Privacy Officer:

Privacy Officer  
Jewish Family Services  
201 – 475 East Broadway  
Vancouver, BC  
V5T 1W9

Email: [privacyofficer@jfsvancouver.org](mailto:privacyofficer@jfsvancouver.org)

Phone: 604-257-5151

Fax: 604-257-5148

If the complaint cannot be resolved, you may also contact the Information and Privacy Commissioner of British Columbia, at [www.oipc.bc.ca](http://www.oipc.bc.ca).