

# Niijaansinaanik Child and Family Services (NCFS) Website Privacy Information

## Introduction

This privacy information outlines how Niijaansinaanik Child and Family Services (NCFS) handles information when you use our website, and also explains how our privacy commitments apply to our website operations.

*\*Please note **Privacy and Access to Personal Information - Part X of the Child, Youth and Family Services Act** is a separate document which sets the rules that service providers must follow to protect privacy and enable access to personal information, effective January 1, 2020, can be obtained by request, or online here: <https://niijcfcs.com/privacy/>*

## Website Privacy Policy Commitments:

The information that NCFS collects from your website visit is what you voluntarily provide to us for specific purposes, such as in a form, or agreed to by cookies. When using our website please note:

- Our website analytics only use non-identifiable data;
- We do not share data about your visit with third parties except when required by law;
- Third-party sites have separate and independent privacy policies.

## Information Collection

### What personal information do we collect from the website visitors?

When requesting information using the basic contact form on our site, as appropriate, you may be asked to enter your name, email address, and nature of your request, to allow us to answer your inquiry. NCFS will never ask for financial information and/or credit card details, and we request that you do not enter it on any of the forms related to NCFS. The contact form is for general inquiries, and users are requested not to enter any personal information, other parties' names, or sensitive information.

## Information Usage

### How do we use your information?

- To allow us to better service you in responding to your customer service requests;
- To follow up with them after correspondence (email or phone inquiries);
- Fix errors on our website;
- Generate website usage statistics; and
- Improve service delivery.

## Information Protection

### How do we protect visitor information?

Our website is scanned for security vulnerabilities.

## Google

Google Analytics is Google's own web and traffic analytics tool. Like many websites, we use Google Analytics for data evaluation in respect to effectiveness of our website. Google analytics data helps us analyse the following information:

- Who visits the website;
- How the website is used;
- What's popular on the website, and what's not;
- Whether visitors return to the website.

This article summarizes Google Analytics' data practices and commitment to protecting the confidentiality and security of data. Visitors to sites or apps using Google Analytics ("users") may learn about Google end user controls.

<https://policies.google.com/privacy?hl=en>

We have implemented the following:

- Google Analytics
- Cookies

## Cookies

### Do we use 'Cookies'?

We use cookies for data purposes. Cookies used by NCFS do not contain personal identifying information, nor do they give us access to anything on your device.

### Opting out:

To opt out please click here for google instructions: <https://tools.google.com/dlpage/gaoptout> You can review the Google Privacy Policy, and update, manage, export and/or delete your information.

[https://www.gstatic.com/policies/privacy/pdf/20191015/9ad23b47/google\\_privacy\\_policy\\_en-GB.pdf](https://www.gstatic.com/policies/privacy/pdf/20191015/9ad23b47/google_privacy_policy_en-GB.pdf)

## Third-Party Links and Disclosure

We do not sell, trade, or otherwise transfer any user information to outside parties. Occasionally, at our discretion, we may include or offer third-party documents, products or services on our website. These third-party sites have separate and independent Privacy Policies. NCFS claims no responsibility or liability for the content and activities of these linked sites. NCFS is not responsible for the accuracy, reliability or currency of the information supplied herein, or by external third party sources.

### Does our site allow third-party behavioral tracking?

No. We do not allow third-party behavioral tracking.

## CAN SPAM Act

Canada's anti-spam legislation (CASL) promotes the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the *Canadian Radio-television and Telecommunications Commission Act*, the *Competition Act*, the *Personal Information Protection and Electronic Documents Act* and the *Telecommunications Act (S.C. 2010, c.23)*. CASL covers a broad range of activities, for more information please see: <https://www.fightspam.gc.ca/eic/site/030.nsf/eng/home> (Date modified 2019-09-20).

We collect your email address (through voluntary entering into website forms) in order to respond to inquiries.

## Personal Information Protection and Electronic Documents Act (PIPEDA)

Our policies and practices comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) and corresponding provincial privacy acts. Non-profit organizations are usually not subject to the Personal Information Protection and Electronic Documents Act (PIPEDA) because they do not typically engage in commercial activities. NCFS does not engage in commercial activities, however, honours PIPEDA principles.

\*NCFS follows the Exceptions to the Access Principle as outlined under obligations to PIPEDA. (*A guide for Businesses and Organizations Privacy Toolkit Canadas Personal Information Protection and Electronic Documents Act Office of the Privacy Commissioner of Canada. December 2015*)

## PIPEDA – Children & Youth

We do not specifically advertise information to children/youth via our website at the time this was written. Our Contact Form is available to everyone, so there is a chance a minor may enter information into it, if/when this occurs, depending on the situation and information received, it is handled according to *PIPEDA, Part X of the Child, Youth and Family*

*Services Act*. These are three other Ontario privacy laws overseen by the Information and Privacy Commissioner of Ontario (IPC), as well as potentially applicable Privacy Laws, not limited to the following:

FIPPA – Freedom of Information and Protection of Privacy Act

MFIPPA – Municipal Freedom of Information and Protection of Privacy Act

PHIPA – Personal Health Information Protection Act

NCFS only collects personal information that is necessary for the administration of a lawfully authorized purpose, in accordance with section 38(2) of the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

### **Contacting Us**

If there are any questions regarding this privacy information, you may contact us using the information below.

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