John Howard Society of Waterloo-Wellington
Privacy Policy Statement
Effective: September 26, 2022

Our Commitment:
The John Howard Society of Waterloo-Wellington (JHSWW) is committed to protecting the privacy of the personal information of its employees, members, donors and other stakeholders. We value the trust of those we deal with, and of the public and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that is shared with us.

Defining Personal Information:
While providing services, we frequently gather and use personal information. Personal information is any information that can be used to distinguish, identify or contact a specific individual. It can include personal characteristics (e.g. gender, age, ethnic background, and education), health (e.g. health history, health-services received by them) or activities and views. Personal information excludes publicly available information and business contact information such as names, addresses and telephone numbers as published in directories.

Privacy Practices:
Anyone from whom we collect such information should expect that it will be accurate, complete and up-to-date; and that it will be used only for the purposes for which it was collected. Any other dealing with this information is subject to your consent. We may use and disclose this information in order to act as required or authorized by law.

Appropriate safeguards have been set in place to protect personal information from theft and loss; unauthorized access, disclosure, copying or use.

Updating of Privacy Policy:
JHSWW will regularly review our privacy practices and update as necessary. Please check on an on-going basis for information on our most up-to-date practices.

Contact Information:
Questions, concerns or complaints related to the Agency's privacy practices should be sent in writing to the attention of the Privacy Officer – 310 Charles Street East, Kitchener, Ontario N2G 2P9 or emailed to privacyofficer@jhsww.ca