

# **AAMAC PRIVACY POLICY**

## **Our Privacy Commitment**

AAMAC is committed to protecting the privacy and security of the personal information of our members and supporters. Personal information is collected, used and/or disclosed by AAMAC in accordance with this **Privacy Policy**.

AAMAC is staffed almost entirely by volunteers who strive to serve our members based on AAMAC's Mission Statement. This Privacy Policy applies to Board Members, Staff, Contractors and Volunteers conducting business/providing support on the AAMAC's behalf. AAMAC adopts the principles developed by the Canadian Standards Association for the Protection of Personal Information ("The Model Code").

AAMAC is accountable for the protection of personal information in its custody or control. The Secretary of the Board of Directors is responsible for overseeing AAMAC's privacy compliance.

## **What Personal Information do we Collect?**

Personal information is information about an "identifiable individual", but does not include the name, title, business address or business phone number of an employee of an organization. Personal information includes personal health information.

Most of the information AAMAC collects is personal information. AAMAC identifies the purposes for which personal information is collected at or before the time that the information is collected.

The types of personal information that we collect may include:

- name, address, phone number, fax number, and e-mail address of patient, patient's family members, and patient's friends
- patient's diagnosis, year of diagnosis, age at diagnosis
- patient's doctor's name, hospital
- medication, previous medical history
- notes on volunteer roles
- credit card information

Personal information is also collected through registration for support meetings and annual general meetings and conferences.

AAMAC does not collect personal information about you unless you choose to provide that information to us.

## **Consent for Collection, Use and Disclosure of Personal Information**

AAMAC makes reasonable efforts to ensure that members are advised of the purposes for which personal information will be collected, used or disclosed. Members are not required to provide us with their personal information and can withdraw their consent at a later time. AAMAC will only collect, use or disclose personal information with your consent or as permitted or required by law.

By becoming a supporter or by requesting information or registering for events offered by AAMAC, you give AAMAC your consent to contact you by way of the information provided. No personal information will be disclosed to any other person without your permission.

### **How We Use Personal Information**

AAMAC uses personal information of our members to correspond or connect with you by mail, e-mail, phone or facsimile, to track statistics that help us improve our member services and to carry out the functions necessary to fulfill AAMAC's Mission Statement.

The personal information you provide to AAMAC – such as your name, address, e-mail etc. – allows AAMAC to provide you with appropriate and meaningful information and to connect you (where you request) to a suitable National Support Network volunteer. It also enables us to inform you of issues or events which may be of interest to you.

All credit card information collected is used in payment approval and processing only. AAMAC only retains your credit card information as long as legally required for auditing purposes, and then destroys it in a timely and secure manner.

### **Special Event Registration Information**

AAMAC routinely offers patients the opportunity to speak with other patients about the diseases. The AAMAC also offers support group meetings and annual meetings, for which individuals are invited to register. The information collected on registration forms for these events is used to produce badges and to contact the individuals with specific details about the event (e.g. location, timing, background papers, etc.). It is also used to produce a registrants' list, which may be distributed to organizers of the events (e.g. to make nametags).

### **Disclosure of Personal Information**

AAMAC does not disclose your personal information to any third party except as set out in this Privacy Policy or as otherwise agreed by you.

Disclosure of personal information by AAMAC may be required by law. For example, the *Canada Not-for-Profit Charities Act* requires us to disclose the name and contact information of other members if so requested by a member. AAMAC will fulfil its legal requirements and no other personal information will be disclosed.

### **Our Commitment to Security**

We have put in place appropriate physical, electronic, and managerial procedures to safeguard and prevent unauthorized access to personal information, and ensure that the information we collect is used for the purposes stated above.

AAMAC uses password protection, encryption and other technology to protect personal information from unauthorized third party access, alteration, theft or misuse.

### **How You Can Access or Correct Personal Information**

AAMAC strives to ensure that any personal information that it collects is accurate and up-to-date. You may request access to your personal information or request that we correct or modify information that you have already provided by contacting AAMAC by phone, fax, or email.

### **Website Privacy**

If you use AAMAC's Website, you agree to be bound by the terms of this Privacy Policy. The nature of the Internet is such that it passively and automatically collects certain information about a user's traffic patterns, linked to their Internet Protocol (IP) addresses. These are unique Internet "addresses" assigned to all web users by their Internet Service Providers (ISP). IP addresses are automatically logged by web servers.

Our website is hosted on servers owned and managed by a third-party, Hypernet Inc. Any personal information collected on our behalf by Hypernet Inc., such as server log data (see below), is managed in accordance with this Privacy Policy, and is protected by applicable law.

### **Host Server Logs**

The host's servers automatically log information about visits to our website in the normal course of establishing and maintaining web connections. Server logs record statistical information such as visitor's IP addresses, type of operating systems, time and duration of visit, web pages requested, and identify categories of visitors by items such as domains and browser types. These statistics, if collected, are reported in aggregate form to the web server's staff, and are used to improve our website and ensure that it provides the optimal web experience for visitors.

### **Cookies**

The AAMAC website may use "cookies". A cookie is a file created by a website to store information on your computer, such as your preferences when visiting that site.

### **When You Leave the AAMAC Website**

The AAMAC website contains links to other sites. Once you click the link to another site, you are subject to the privacy policy of the new site. Other sites to which we provide links may be governed by a different policy, so be sure to review the privacy policies of all externally-linked sites.

### **Inquiries about this Policy**

If you have questions regarding this Privacy Policy or have concerns about your personal information please contact the Privacy Officer at [info@aamac.ca](mailto:info@aamac.ca)