

OUR COMMITMENT

The Maison de l'amitié is a community center that promotes the social integration of individuals, the development of a spirit of mutual aid and involvement in the community.

We recognize the importance of your privacy and are committed to complying with applicable data protection legislation by maintaining the confidentiality, security and accuracy of the personal information we collect and manage.

This Privacy Policy (hereinafter the "Policy") applies to all personal information collected, held, used or disclosed to third parties by the Maison de l'amitié. The types of personal information we collect and process vary according to the profile of the individuals: users of our website; volunteers, current or potential students; residents; tenants of our spaces; employees, service providers, compensatory workers, candidates for a position, and members of the Board of Directors; subscribers to our newsletter, participants in activities and events; and donors.

This Policy must be reviewed every three years (next review December 2027). It is also subject to change as a result of legal and regulatory requirements or changes in organizational practices. We make changes to this Policy on a regular basis. Any reduction in your rights under this Policy will not be implemented without your express consent. The date of the last modification to the Policy is indicated at the beginning of the Policy. If the changes are significant, we will publish a prominent notice on our website (including, for certain services, via e-mail notification).

We therefore encourage you to check our website <https://www.maisondelamitie.ca> periodically for any updates.

COLLECTION AND USE OF PERSONAL INFORMATION

This Policy applies to all personal information about others that the Maison de l'amitié collects, holds, uses or communicates to third parties.

Personal information is any information that can be used to identify an individual. We are committed to limiting the collection of personal information to what is necessary, based on your profile. Wherever possible, we will anonymize, pseudonymize and/or aggregate personal information so that it no longer identifies an individual.

We aim to ensure the accuracy, completeness and relevance of the personal information provided in order to meet the requirements for its use.

We rely on our volunteers, students, residents, tenants, employees, job applicants, members, newsletter subscribers, event and training participants, and donors to provide us with accurate information and to inform us when updates to this information are required.

We will obtain your consent before collecting, using or disclosing your personal information for any purpose, except where permitted or required by law.

Consent may be given orally, in writing, or may be implied, for example when you continue to provide us with personal information in the context of an ongoing relationship.

We will only use your personal information for the purposes specified above.

Users of our website

When you visit our website, we collect de-identified statistical data using Google Analytics (such as your location and the pages you visit). We use this information for statistical purposes to better understand the needs and interests of our website users.

Using cookies, Google Analytics collects information about your activities on our site, as well as the path you take to get there. This data is collected by Google in the USA and stored in their local data centers and in the USA. All data collected by Google Analytics is generally de-personalized.

It may be possible to prevent the collection of this information by Google Analytics (and therefore by the Maison de l'amitié) by using an add-on such as Google Analytics Opt-out. Although the Maison de l'amitié does not discourage you from doing so, the Maison de l'amitié assumes no responsibility for your use of such software.

We also use cookies on our Web site to keep a record of your consent to our privacy policy. This can be removed by clearing your browser's cookies.

We collect your IP address and the URLs of the pages you visit so that we can provide you with the Web pages you request. This data is collected by our hosting service in Canada.

Embedded content from other websites

Pages on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other sites behaves in the same way as if the visitor were visiting those other sites.

These other websites may collect data about you, use cookies, install third-party tracking tools or track your interactions with such embedded content if you have an account and are logged in to their website.

Volunteers

As a community center with a large pool of volunteers, we collect some of your personal information. This information includes your name, contact information, age, availability, language level and, in a few cases, identification information. This information is used solely to provide you with the services you have requested. In order to do so, it is disclosed exclusively to authorized staff members.

We also share your name and e-mail address with employees working in communications so that they can put you on our mailing list for our newsletter.

All your personal information is stored confidentially on the internal network, in Google Drive, and on the Maison de l'amitié's CiviCRM for the duration of your stay at the Maison de l'amitié.

Current or potential students

As a language course provider, we collect some of your personal information. This information includes your name, contact information, postal code, age, country of origin, availability, language level and, in some cases, identification information. This information is used solely to provide you with the services you have requested. In order to do so, it is disclosed exclusively to authorized staff members.

We also share your name and e-mail address with volunteer teachers and communications staff so that they can put you on our newsletter mailing list.

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All your personal information is stored confidentially on our network, Google Drive, and CiviCRM for the duration of your time at the Maison de l'amitié.

Students can pay for their courses by cash, credit card or visa. If they choose to pay by debit or credit card, they can do so at reception or online. We use Shopify for in-person payments and Stripe for online payments. You can view Shopify's privacy policy [here](#) and Stripe's privacy policy [here](#).

Residents

As a landlord, we collect some of your personal information. This information includes your name, contact information, previous address, age, country of origin, and in a few cases, identification information. This information is used solely to provide you with the services you have requested and to fulfill your lease.

This information is accessible only to the Residence Coordinator, Management and the Administrative and Accounting Coordinator. It is saved on Google Drive and the Maison de l'amitié network. See details on Google Drive above.

Tenants of our spaces

We use [Pomclass](#) software to manage the rental of our spaces. By renting our spaces, you consent to your name, email address, and rental hours being stored in Pomclass databases. The Pomclass privacy policy is available [here](#).

Employees, Service Providers, Compensatory Workers, Job Applicants and Board Members

Sensitive data of employees, service providers, compensatory workers, job applicants and board members, such as financial data, social insurance numbers, ID cards and any other sensitive human resources documents, are stored in locked physical files at the Maison de l'amitié and on a computer requiring a password protection layer in a locked room. This information is accessible only to Management and the Administrative and Accounting Coordinator.

Other personnel information, such as employment contracts and salary information, is stored on our internal network and locked physical files at the Maison de l'amitié, and is accessible only to authorized members of the administrative staff.

To manage Compensatory Worker hours, we use The YMCAs of Québec's Compensatory Worker program portal. You can find their privacy policy [here](#).

Subscribe to our newsletter

We use [Mailchimp / Intuit](#) for our newsletter. By subscribing to our newsletter, you consent to your email address being stored in Mailchimp's databases in the United States. Mailchimp's privacy policy is available [here](#). If you unsubscribe, your details will be deleted within six months. If you request a password reset, your IP address will be included in the reset email.

Participants in our training courses or workshops

CONFIDENTIALITY POLICY



When you register for one of our training courses or workshops, we may ask you for the following information: your name, telephone number, e-mail address, job title and organization, and accessibility requirements.

This information may be stored on our network or in our organizational Google Drive. Please note that the latter stores your data in Canada and the United States.

Members

Our members are our volunteers and donors who have given us \$20 or more in a given year. Please refer to their categories for the personal data we collect.

Donors

We use [CANADAHELPS CANADON](#) (“CanadaHelps”) to process online donations. CanadaHelps' privacy policy is available [here](#). If you stop donating, your contact information will be deleted within six months.

If you request a password reset, your IP address will be included in the reset email.

SECURITY OF PERSONAL INFORMATION

We keep the data collected for different periods of time, depending on its nature and its usefulness in offering our services. During the retention period, we will take physical and technical measures to ensure the security of data containing personal information, for example, by ensuring that information is only accessible to a limited number of staff members, by ensuring that data is password-protected or locked away.

We maintain reasonable and appropriate security measures to protect your personal information against loss or theft, as well as against unauthorized access, disclosure, copying, use or modification. For example, we ensure that information is only accessible to a limited number of staff members, by ensuring that data is password-protected, or that it is under lock and key.

While we hold your data, you can ask us at any time to send you any personal information we may have on file, such as grades, courses taken, etc. We will send them to you as PDF files. We will send your personal data in the same format. We'll send them to you by PDF in an e-mail as soon as possible.

Once the retention period has expired, personal information is destroyed using the same safeguards. Only statistics or reports containing de-identified and anonymized data may be retained for extended periods.

Nevertheless, if you send information via the web or by e-mail, there is always a risk that your personal information may be pirated, given the inherent security limitations of web transmission. Information transmitted to us is therefore ultimately at the user's own risk.

In the event of a privacy incident affecting the personal data of individuals covered by the Policy, we will send a notice to the individuals whose personal information has been affected within 24 hours of learning of the incident.

DISCLOSURE OF PERSONAL INFORMATION

We will not disclose any personal information to a third party without the written consent of the customer concerned. No information is provided to third parties for marketing purposes. We maintain an e-mail list of our newsletter subscribers to inform them of upcoming events, groups and workshops. If you wish, you can easily unsubscribe from this mailing list.

TRANSPARENCY

We take steps to ensure that our employees and volunteers are aware of the issues surrounding the protection of personal information. Upon request, we will share information about our practices with you.

DELETION AND DESTRUCTION OF PERSONAL INFORMATION

Once no longer required, your personal information is securely destroyed.

If you wish to have your personal information removed from our systems, you must send a written request to the Privacy Officer (contact details can be found at the end of this Policy). This request must be sufficiently detailed to enable us to authenticate the identity of the data subject making the request.

We will delete all your personal information within a maximum of 30 working days. This does not take into account data retained for administrative, legal or security purposes. Otherwise, your information will be retained for the time required to provide you with the requested services or as required by law and the professional associations that govern our practice. Deletion of personal information is done securely and confidentially in accordance with our Policy.

You may unsubscribe from our newsletter at any time by clicking on the unsubscribe button located at the bottom of each newsletter we send.

COLLABORATION

If you are not satisfied with the way we have handled your request for access or rectification of your personal information, in particular in the event of no response or an unsatisfactory response, you may submit a request to the Commission d'Accès à l'Information for a review of the disagreement.

PRIVACY OFFICER

If you have any questions about this Policy, the privacy practices of the Maison de l'amitié, or if you wish to make corrections, access your personal information, or withdraw your consent, please contact :

Privacy Officer

Dora-Marie Goulet

CONFIDENTIALITY POLICY



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