

\*\*\*SOWINS does not issue refunds on donations\*\*\*

\*\*\*Any digital purchases will be delivered within 1–7 days. Any physical purchases will be delivered within 1–3 weeks.\*\*\*

The South Okanagan Women in Need Society treats all information it collects from donors with strict confidence. We do not sell, rent or otherwise make available any information about our donors.

**PRIVACY POLICY: Protecting the Privacy and Confidentiality of Personal Information** These Privacy Guidelines describe our commitment to privacy, and explain the principles that guide us in protecting the privacy and confidentiality of personal information. Personal information is information about an identifiable individual. It includes, but is not limited to, health and financial information. SOWINS, its directors, employees and volunteers and other persons and organizations who act for, or on behalf of, the Society, are required to comply with these Privacy Guidelines. Access to personal information is restricted to directors, employees, volunteers, and other persons or organizations acting for, or on behalf of, the Society, who need the information in order to provide services to the client or the Society. Our Privacy Principles

**ACCOUNTABILITY:** SOWINS is responsible for personal information in its control, including information that may be transferred to a service provider performing services for, or on behalf of, the Society. SOWINS has established these Privacy Guidelines, and procedures and practices, to safeguard such personal information.

**PURPOSE:** SOWINS identifies the purposes for which it collects personal information either before or at the time of collection.

**CONSENT:** SOWINS collects, uses and discloses personal information only with the consent of the individual, or as otherwise allowed by law. Consent to the collection, use, or disclosure of personal information may be express or implied, as appropriate. Individuals may withdraw their consent at any time, subject to legal or contractual restrictions and considerations.

**COLLECTION:** SOWINS only collects personal information that is necessary for the purposes identified. Personal information is collected directly from the individual, and may, with consent or as otherwise allowed by law, be collected from other sources.

**USE, DISCLOSURE & RETENTION:** Personal information is not, without consent, used or disclosed to a third party for any purpose other than that for which it was collected, unless such use or disclosure is required or allowed by law. This may include use or disclosure in order to protect the Society's interests in civil proceedings and in proceedings involving criminal activity, fraud or misrepresentation or as required by legislation. SOWINS retains personal information only as long as necessary to fulfill the identified purpose or as otherwise required or allowed by law.

**ACCURACY:** SOWINS uses reasonable efforts to ensure that personal information is accurate and complete for the purposes for which it is to be used.

**SAFEGUARDS:** SOWINS protects the security and confidentiality of personal information with safeguards appropriate to the sensitivity of the information.

OPENNESS: SOWINS Privacy Guidelines are available to clients, donors and to the public. These Guidelines are posted on our website and upon written request addressed to the Executive Director, we will provide a copy of these Guidelines, and respond to inquiries about our practices relating to personal information.

INDIVIDUAL ACCESS: An individual may request to be informed of the existence, use and disclosure of personal information pertaining to her. SOWINS will provide appropriate access to such information that it holds. If SOWINS determines not to provide access to personal information, we will provide an explanation. Individuals may request the correction of personal information the Society holds about them, and if we find that what we have is incorrect, we will correct it.

CONCERNS, INQUIRIES OR REQUESTS: Any concern, inquiry or request related to privacy should be made in writing. SEND OR EMAIL TO: Executive Director South Okanagan Women in Need Society Box 427 Penticton, BC V2A 6J9 [execdirector@sowins.com](mailto:execdirector@sowins.com)