

Privacy Policy

RefugeRoot Foundation of Canada

Last updated: [February 21st, 2026]

RefugeRoot Foundation of Canada ("RefugeRoot," "we," "us," or "our") is committed to protecting the privacy of the people we serve and support, including donors, volunteers, partners, and website visitors. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information collected through our website and related digital services.

1. Who We Are

RefugeRoot Foundation of Canada is a Canadian non-profit organization.

Privacy Officer (Person in Charge of Personal Information Protection)

Title: Privacy Officer / Person in Charge of Personal Information Protection

Name: Satya Wallin

Email: info@refugeroot.ca

Phone: +15143980005

Mailing address: 305-14625 Sherbrooke St East, Montreal (Qc) H1A 5N8

If you have questions, requests, or complaints about your personal information, contact our Privacy Officer.

2. What Personal Information We Collect

Depending on how you interact with us, we may collect:

- Identity and contact information (name, email address, phone number, mailing address)
- Donation information (donation amount, date, campaign or project selected, payment confirmation details)
- Volunteer information (availability, interests, experience, application details)
- Communications (messages you send through contact forms, email, SMS, or social media)
- Website usage information (IP address, browser type, device information, pages visited, cookies and similar technologies)
- Media or stories you submit (if you voluntarily provide testimonials, photos, or content)
- Other information you choose to provide

We only collect personal information that is necessary for the purposes described in this policy.

3. How We Collect Personal Information

We collect personal information:

- Directly from you, for example when you:

- make a donation
- subscribe to updates
- apply to volunteer
- contact us through a form, email, or phone

- Automatically through technology, such as cookies and analytics tools when you visit our website
- From third parties, only when permitted by law or with appropriate consent (for example, payment processors or fundraising platforms)

4. Why We Collect and Use Personal Information

We collect and use personal information for the following purposes:

- To process donations and issue confirmations or receipts
- To respond to your questions and requests
- To manage volunteer applications and communications
- To provide updates about our programs, campaigns, and impact
- To improve our website, services, and user experience
- To ensure website security and prevent fraud
- To comply with legal, accounting, and regulatory obligations
- For other purposes that we explain to you at the time of collection and for which we obtain consent when required

5. Information Provided at the Time of Collection

When we collect personal information, we aim to clearly inform you of:

- the purpose of the collection
- the means by which the information is collected
- your rights of access and correction
- your right to withdraw consent (where applicable)
- the third parties or categories of third parties involved (if applicable)
- whether your information may be communicated outside Quebec (if applicable)

6. Consent

When required, we obtain your consent to collect, use, or disclose your personal information.

- Consent requests are presented in clear, simple language.
- Consent is requested for specific purposes.
- You may withdraw your consent to certain uses or disclosures, subject to legal or contractual restrictions and reasonable notice.

For donor and outreach communications, you may unsubscribe or opt out at any time using the unsubscribe link or by contacting us.

7. Cookies and Similar Technologies

Our website may use cookies and similar technologies to:

- ensure the website functions properly
- remember preferences
- measure traffic and performance
- improve content and user experience

Where applicable, we provide a cookie notice or settings tool so you can manage non-essential cookies.

If we use technologies that identify, locate, or profile users, we will clearly inform you and explain how to activate those functions.

8. Third-Party Services and Disclosures

We may share personal information with trusted service providers that help us operate our website and activities, such as:

- payment processors
- website hosting providers
- email communication platforms
- analytics providers
- IT and security providers

We only disclose the personal information necessary for the service and require service providers to protect it appropriately.

We may also disclose personal information when required or authorized by law.

9. Communication Outside Quebec

Some of our service providers may store or process personal information outside Quebec.

Before communicating personal information outside Quebec, we assess privacy risks and protection measures, and we use written agreements with service providers as required by applicable law.

10. Retention, Destruction, and Anonymization

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected, and to meet legal, accounting, or regulatory requirements.

When personal information is no longer needed, we securely destroy it or anonymize it (when permitted and appropriate).

11. Security Measures

We use reasonable administrative, technical, and physical safeguards to protect personal information against loss, theft, unauthorized access, use, disclosure, or modification.

Examples may include:

- access controls
- password protection
- secure payment tools
- limited access to personal information
- staff awareness and internal procedures

12. Confidentiality Incidents (Privacy Breaches)

If a confidentiality incident involving your personal information occurs, we will act promptly to reduce the risk of harm and prevent recurrence.

If the incident presents a risk of serious injury, we will notify the Commission d'accès à l'information du Québec and affected individuals, as required by law.

13. Your Rights

Subject to applicable law, you may have the right to:

- request access to your personal information
- request correction of inaccurate or incomplete personal information
- withdraw consent to certain uses
- request information about how your personal information is used
- file a complaint regarding our handling of personal information

To exercise your rights, contact our Privacy Officer.

14. Minors

If we collect personal information from a child under 14 years of age, we will seek consent from a parent or legal guardian, unless an exception under applicable law applies.

15. Automated Decisions

RefugeRoot does not currently make decisions based exclusively on automated processing of personal information through this website.

If this changes, we will update this policy and provide the information required by law.

16. Complaints Process

If you have a concern or complaint about how we handle personal information:

1. Contact our Privacy Officer using the details above.
2. We will review your request and respond within a reasonable time.
3. If needed, we may request additional information to process your complaint.

17. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements.

We will post the updated version on our website and update the "Last updated" date. Where required, we will provide appropriate notice of material changes.

18. Contact Us

For any privacy-related question, request, or complaint, please contact:

Privacy Officer

RefugeRoot Foundation of Canada

info@refugeroot.ca

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