

Privacy policy

Welcome Hall Mission ("Mission," "we," "us," or "our") is committed to protecting your privacy and personal information. This Privacy Policy is designed to inform you about our privacy practices and the protection of your personal information, including how we collect, use, and disclose your personal information.

This privacy policy applies to our website, <https://welcomehallmission.com/> , and all of our activities (together, the "Site"), unless we have provided a separate privacy policy for a particular product, service or activity.

We urge you to read this Privacy Policy with utmost care. By entrusting us with your personal information, registering for or using any of our services, using our Site, or engaging with us voluntarily, you are explicitly consenting to the collection, use, and disclosure of your personal information in line with this Privacy Policy, which may be revised periodically. Our Privacy Policy outlines our principles for the collection, use, disclosure, and storage of your personal information.

Your consent to collection, use and disclosure

The Mission collects, uses, communicates and saves the personal information you consent to provide to us.

The Mission may collect, use, disclose and store any information you enter on the Mission's website or provide to the Mission in offline contacts the Mission may have with you, with your consent or as permitted or required by law. How we obtain your consent (i.e. the form we use) depends on the circumstances and the sensitivity of the information collected. Except where the law requires a specific form of consent, your consent may be expressed or implied, depending on the circumstances and the sensitivity of the personal information in question. If you choose to provide us with personal information, we will assume that you consent to the collection, use and disclosure of your personal information as described in this Privacy Policy.

Generally, we will ask for your consent when we collect your personal information. Where we wish to use your personal information for a purpose not identified to you at the time of collection, we will seek your consent before using the information for this new purpose.

If you wish to withdraw your consent for us to collect, use, or disclose your personal information, you can do so at any time by contacting us using the information provided in the '[Contact us](#)' section below. Please note that we may need to verify your identity before implementing the withdrawal. Keep in mind that in some cases, withdrawing your consent may mean that we will no longer be able to provide certain products or services.

If you provide us with personal information about another individual, it is your responsibility to ensure that you have obtained that individual's consent for us to collect, use, and disclose their information as described in this Privacy Policy.

The personal information we collect

When you visit our site and the various areas linked to personal accounts, we collect a certain amount of personal information about you or your customers.

The personal information we collect generally falls into one or more of the following categories:

- On the <https://welcomehallmission.com/> website, we can collect information about you or your activities, in particular:

- Donate: We collect donation amounts and credit card information.
- Contact us: We collect your last name, first name, e-mail address and any other information you provide in your message.
- Subscribe to our newsletter: we collect your first name, last name and e-mail address.
- Careers and volunteering: We collect your first and last name, your CV, your cover letter, and any other information you provide to us either through an unsolicited application, when you apply for a job or in the field provided.
- Like most websites and other online services, we may collect certain technical and device-related information about your use of our services. This information may include your device's unique identifier, information about your device, browser and operating system, and the date and time you use our site.
- Our site may use cookies or similar technologies such as beacons or pixels to enhance your browsing experience, improve performance and generate audience statistics. Cookies are files that are installed on your computer's hard disk or browser to collect information such as your preferred language, browsing history, and the type and version of browser you are using. They are used to optimize your experience. You can ask your browser to refuse all cookies or to alert you when a cookie is being sent. Each browser has instructions to this effect in its settings.

We may use analytics tools, notably in user experience, and other third-party technologies, such as Google Analytics, to automatically collect non-personal usage information.

We use Google Analytics to understand how users use our services. Google Analytics transmits anonymous information generated by cookies about site usage to Google. This information is then processed to compile statistical reports about activity on our site only. These reports are used to analyze traffic to establish its future direction, including any required upgrades. You can turn off your anonymous activity data transmission to Google Analytics by installing the browser add-on provided at the following address: <https://tools.google.com/dlpage/gaoptout?hl=en>. Google Analytics may share anonymous data with Google services, which may use this data to contextualize and personalize ads on its own advertising network. We reserve the right to perform statistical analyses using data collected from our site on an anonymous, aggregated basis to measure interest in our services. We may provide these anonymous and aggregated data analyses to a third party.

- Other interactions. For those who interact with us, whether in person, by telephone or e-mail, through social media or otherwise, for assistance or other purposes, including those who may be interested, we may collect any information you provide.

How do we use your personal information?

We use your personal information to provide and improve our services and to meet our legal obligations.

We may use your personal and other information to:

- make full use of, maintain, improve and provide all features of our site, provide the services and information you request, respond to comments and questions, and provide support to users of our services
- communicate with you to comply with laws applicable to our services
- monitor, improve and develop our services
- receive and manage donations
- receive and manage job applications
- receive and manage volunteer applications
- analyze the needs and activities of our beneficiaries and users to help us serve them better
- conduct research and analysis relating to our activities, products and services
- respond to inquiries and other requests
- provide you with information that may be of interest to you, in particular concerning our services
- combat fraud and investigate legal claims
- meet our legal obligations

We may use your personal and other information for purposes for which we have obtained your consent, as well as for other purposes permitted or required by law.

We do not use the information we collect to advertise third-party products and services or targeted advertising for The Mission's products and services on third-party sites or service offerings.

How do we share your personal information?

We may share your personal information with our service providers and partners. We may also disclose your personal information to comply with a legal obligation or to enforce our rights.

When we share your personal information with our service providers or partners, we take steps to ensure that the rules set out in this Privacy Policy are followed. We require that service providers maintain the confidentiality and security of your personal information. We also require that they use your personal information only for the purposes for which it was provided.

When our service providers no longer need your personal information for these limited purposes, we require them to destroy it. In certain circumstances, we may authorize our service providers to retain aggregated, anonymous or statistical information that does not enable you to be identified.

We do not authorize service providers to share your personal information with unauthorized parties or to use your personal information for direct marketing purposes. If you would like more information about our service providers, please contact us using the details in the "[Contact us](#)" section below.

Below is a list of our third-party service providers who may process your personal information (with links to their privacy policies):

- Fundraise Up
- Frontier by Societ
- BuildGood
- Opsia
- Logilys Pro Don
- Vome
- Folks
- Google Drive
- Dropbox
- Vantage
- Mailchimp
- WP Engine
- Cleanlist
- Generosity X
- Quartermaster
- Stratcom

In addition, we may use and disclose your personal information when we believe such use or disclosure is authorized, necessary or appropriate in the following circumstances:

- in application of applicable law, including laws outside your country of residence
- to comply with legal process
- to respond to requests from public and governmental authorities, including public and governmental authorities outside your country of residence
- to enforce the terms of agreements relating to our products and services
- to protect our business or that of our affiliates or subsidiaries
- to protect our rights, privacy, safety or property, and/or those of our affiliates, you or others
- to enable us to pursue available remedies or limit the damages we may sustain

In addition, we may transfer your personal information and other information to a third party in the event of a reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or part of our business, brands, affiliates, subsidiaries or other assets.

If we intend to disclose your personal information to a third party, we will identify the third party and the purpose of the disclosure and obtain your consent.

Unsubscribing from our communications

We may send you marketing emails. If you no longer wish to receive marketing emails from us, you may opt-out by clicking on the "unsubscribe" link at the bottom of any email you receive from us. You can also unsubscribe by contacting us directly using the contact details in the "[Contact us](#)" section below.

We will endeavour to respond promptly to your unsubscribe request, but we ask that you allow us a reasonable amount of time to process it. Please note that if you opt out of receiving commercial emails, we may send you communications relating to your use of our products or services or on other matters.

Retaining personal information

We will only use, disclose or retain your personal information for as long as necessary to fulfill the purposes for which it was collected and as permitted or required by law.

If you would like more information about how long your personal information will be retained, please contact us using the details in the "[Contact us](#)" section below.

Information security

We have implemented physical, organizational, contractual and technological security measures to protect your personal and other information against loss, theft, unauthorized access, disclosure, copying, use or modification. We have taken steps to ensure that the only personnel authorized to access your personal information are those whose duties reasonably require them to have access to it. Accordingly, we limit access to your personal information to those employees who require it to issue your charitable receipt or who need to provide you with other information about Welcome Hall Mission. Credit card information is destroyed after use.

Despite the measures described above, no method of transmitting or storing information is 100% secure or error-free. Unfortunately, we cannot guarantee absolute security. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security of any information you have provided to us has been compromised), please contact us immediately using the details in the "Contact us" section below.

Rights to your personal information

We will take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. We will not routinely update your personal information unless such a process is necessary. We look to you to provide us with updates to your personal information from time to time when necessary.

You may request in writing to see the personal information we collect, use or disclose about you, and we will provide you with that personal information as permitted by law. You may also challenge the accuracy and completeness of your personal information. If you can demonstrate that the personal information we hold about you is inaccurate or incomplete, we will amend it per your instructions.

Additionally, under certain circumstances, you have the following rights:

- Withdrawing your consent. You may withdraw your consent to the disclosure or use of your personal information at any time.

- In some cases, you may request that personal information held about you no longer be disclosed.
- In some cases, you may request information about the use of any automated decision-making system and its impact on you.

International and interprovincial transfer and storage of personal information

Your personal information is currently hosted in Quebec, Canada.

In some cases, your personal information may be hosted and processed in any country where we have facilities or use third-party service providers, including the United States. Our service providers may transfer some of your personal information to countries other than your country of residence, which may have privacy rules different from those in your country. If such information is located outside your country of residence, it is subject to the laws of the country in which it is located and may be disclosed to the governments, courts or law enforcement agencies of that other country. However, our practices regarding your personal information will continue to be governed by this Privacy Policy and applicable laws.

Third-party sites and services

This privacy policy applies only to our products and services. It does not extend to sites, products or services third parties may provide. We are not responsible for the privacy practices of such third parties and encourage you to review their privacy policies before using their sites, products or services.

Information for children

Our products and services are not intended for minors, and we do not knowingly collect personal information from them. If you are a minor under the laws applicable to your place of residence, please do not provide us with any personal information without the express consent of a parent or guardian.

If you are a parent or guardian and you are aware that your children have provided us with personal information, please contact us. If we learn that we have collected personal information from minor children without verification of parental consent, we will take steps to delete this information from our servers.

Updating

The Mission reserves the right to modify the privacy policy at any time by notifying the Internet user of new conditions of use and privacy policy. Unless otherwise specified, such changes, modifications, additions, or deletions shall be effective immediately upon notice thereof from us by posting on our site or by any other means of communication. We assume that your continued use of our services following delivery of this notice constitutes your acknowledgement of and agreement to be bound by and comply with the modified Terms of Use and Privacy Policy.

Contact us

If you have any questions about this Privacy Policy or the Mission's privacy practices, please contact us at:

Personal Information Protection Officer
www.missionbonaccueil.com
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Montréal (Québec) H4C 3L5
vieprivee@missionba.com
514-523-5288

Dernière mise à jour [September 2024]