



## PRIVACY POLICY

### **PREAMBLE (Purpose and Scope)**

This policy aims to provide a framework for the collection, use, disclosure, retention, and protection of personal information by Tel-Aide Montréal, in accordance with the *Loi sur la protection des renseignements personnels dans le secteur privé* (Québec), as amended by Bill 25.

It applies to all of the organization's activities and to any individual whose personal information is processed in this context, including callers, volunteers, employees, members of the Board of Directors, donors, partners, and any other person interacting with Tel-Aide Montréal. It also applies to any individual or entity acting on behalf of the organization.

### **1. Definitions**

Personal information means any information relating to an identifiable individual, directly or indirectly. This may include, in particular, a person's name, contact information, financial, professional, or administrative information, or any other information that may identify an individual.

### **2. Person Responsible for the Protection of Personal Information**

Tel-Aide Montréal's Executive Director acts as the person responsible for the protection of personal information. This person is responsible for ensuring the implementation of this policy and compliance with legal obligations relating to the protection of personal information.

Any questions, requests, or complaints regarding the protection of personal information may be sent to the following address: [vieprivee@telaide.org](mailto:vieprivee@telaide.org).

### **3. Principles of Collection and Minimization**

Tel-Aide Montréal collects only the personal information necessary to fulfill its mission and carry out its activities. Information is collected transparently, lawfully, and for specific, explicit, and legitimate purposes.

The organization strives to limit the amount of personal information collected and, where possible, to favour the use of anonymized or aggregated information.

Respect for anonymity is a fundamental principle of Tel-Aide Montréal. Listening services are offered anonymously, and no information identifying a caller is voluntarily collected, except in exceptional situations provided for by law.

#### **4. Types of Personal Information Collected**

Depending on the context and nature of the activities, Tel-Aide Montréal may collect different types of personal information, including:

- Identification information, such as name, address, and contact details;
- Financial information, for example in connection with donations, reimbursements, or payroll management;
- Professional information, such as résumés, references, training records, or evaluations;
- Information related to volunteer or employment relationships, including scheduling, training, and supervision;
- Technical data associated with the use of digital tools and communications.

This information is collected only to the extent that it is relevant, appropriate, and necessary for the intended purposes.

#### **5. Purposes of Collection and Use**

Personal information is used to enable Tel-Aide Montréal to fulfill its mission and ensure the proper functioning of its activities.

In particular, it may be used to provide, maintain, and improve services; recruit and support volunteers and employees; administer donations; support administrative and financial operations; comply with legal and regulatory obligations; and produce analyses or statistics based on non-identifying information, where possible.

#### **6. Consent**

The collection, use, and disclosure of personal information are based on the informed consent of the concerned individuals, given for specific purposes.

Depending on the circumstances, this consent may be obtained verbally, in writing, or electronically. Individuals are informed of the intended purposes, the methods of collection, and their rights.

Consent may be withdrawn at any time, subject to applicable legal obligations and limitations related to the continuation of certain services or activities.

#### **7. Disclosure of Personal Information**

Tel-Aide Montréal may disclose personal information to third parties when necessary for carrying out its activities or when required by law.

Such disclosures may occur with service providers, partners, or public authorities. In all cases, the organization limits the disclosure to information strictly necessary and ensures that appropriate safeguards are in place.

Personal information may be hosted in Canada or elsewhere, including through technology service providers, in compliance with applicable legal requirements.

## **8. Retention and Destruction**

Personal information is retained only for the period necessary to fulfill the purposes for which it was collected or to comply with applicable legal obligations.

Internal practices govern the retention, archiving, and destruction of personal information. When no longer required, information is securely destroyed or anonymized.

## **9. Security Measures**

Tel-Aide Montréal implements appropriate physical, technical, and administrative security measures to protect personal information against unauthorized access, loss, theft, disclosure, or modification.

Access to personal information is limited to individuals who require it in the performance of their duties and who are subject to privacy obligations.

## **10. Privacy Incidents**

In the event of a privacy incident presenting a risk of serious harm, Tel-Aide Montréal takes the necessary measures to mitigate the impacts and prevent recurrence.

The organization notifies the *Commission d'accès à l'information* and the concerned individuals when required by law and maintains a register of privacy incidents in accordance with legal obligations.

## **11. Rights of Individuals**

Every individual has rights regarding their personal information, including the right to access their personal information, request corrections, withdraw consent within the limits provided by law, and file a complaint with the *Commission d'accès à l'information*.

## **12. Processing of Requests and Complaints**

Requests for access or correction must be submitted in writing to the person responsible for the protection of personal information within the organization and are processed within the time limits prescribed by law.

Any complaint relating to the protection of personal information is handled confidentially, diligently, and in a documented manner, according to an internal process established for this purpose.

## **13. Policy Updates**

This policy may be updated to reflect changes in laws, organizational practices, or technologies. The current version is made available in accordance with Tel-Aide Montréal's standard practices.