

# Tourette Syndrome Foundation of Canada

## Privacy Statement

In this Privacy Statement, the terms “the Foundation”, “we” and “our” refer to the Tourette Syndrome Foundation of Canada which includes its legal Affiliates (local Chapters, Resource Units and Contact Representatives) and registered volunteers. This Privacy Statement provides you with information about how we collect, use and disclose your personal information.

For the purpose of this Privacy Statement, “personal information” means information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization.

### **Collection of Personal Information**

The Foundation collects personal information about you only when you voluntarily provide it. Typically, we will seek consent for the use or disclosure of your personal information at the time of collection. In certain circumstances, consent may be sought after the information has been collected but before use (e.g., when we want to use information for a purpose not previously identified).

The Foundation collects personal information (name, address, telephone number, fax number, e-mail address and credit card number) provided by you when you request information be sent to you, become a member, place orders for any of the Foundation’s products, services, programs or register for our special events. We may also ask you for a limited amount of optional personal health information, if applicable (e.g., whether it is yourself or another individual that has Tourette Syndrome (“TS”), other statistical information such as age range, gender, and the name of your treating professional) on the membership application and/or request for information intake forms. We do not, as a condition of your membership or the supply of a product or service, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes for which the information is being provided.

The form of consent that we seek, whether it be express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances. You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent at any time please contact the Foundation’s Privacy Officer (Executive Director) using the contact information provided below.

### **Use and Disclosure of Personal Information**

Since its inception in 1976 the Foundation has not sold, rented or traded its membership/donor information to or with others.

The personal information we now collect or collected in the past from you will continue to be used by the Foundation to provide the services or carry out the transaction you requested or authorized. This may include using your personal information for the following purposes:

- Monitoring your membership status and providing you with membership services which includes sending you newsletters and other related information;
- Sending you products or information that you have ordered or requested from us;
- Billing you for memberships, donations, and/or for products, services or special events that you have subscribed to; and
- Doing all the things necessary to administer your requested services and to develop and maintain our relationship with you.

In addition, if you have chosen to receive promotional materials from us then we may also use (but will not disclose) your personal information from time to time to inform you of our or one of our Affiliates fund development efforts or to inform you about products and/or services related to TS that we think may be of interest to you. We may also disclose your name and mailing address to these Affiliates so that they can send you promotional materials directly. The personal health information and statistical information that you provide is used to create and maintain a database of aggregate information (data from which personal identifying information such as name and address has been removed) that will assist us in developing products, programs and services to better serve the TS community coast to coast.

From time to time, we may share your personal information (such as your name, address, city, province and postal code) with third party service providers, such as mail houses and credit card payment processors, to assist us in providing services

to you or to carry out one or more of the purposes(s) described above. These service providers are prohibited from using your personal information for any purpose other than to provide the assistance for which they are engaged and are required to protect personal information disclosed by us and to comply with the general privacy principles described in this Privacy Statement.

We reserve the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so.

### **Cookies**

When you visit our website, we place a text file called a “cookie” in the browser directory of your computer’s hard drive. A cookie is a small piece of information that a website can store on your web browser and later retrieve. The cookie cannot be read by any website other than the one that set up the cookies. Some browsers can be set to reject all cookies. If you choose to modify your browser in this manner, your experience on this website will not be affected.

### **Protection and Retention of Personal Information**

The Foundation makes all commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. Access to your personal information is restricted to selected employees or representatives. In addition, the Foundation employs generally accepted information security techniques such as firewalls, access control procedures and cryptography to protect personal information against loss and unauthorized access.

We retain your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws and your consent to such purpose(s) remains valid after termination of our relationship with you.

### **Storage of Personal Information**

Your personal information may be processed and stored outside of the province in which you reside and/or outside of Canada by us, an Affiliate or an unaffiliated service provider for the purposes set out in this Privacy Statement and, under the laws of these other jurisdictions, in certain circumstances foreign courts, law enforcement agencies or regulatory agencies may be entitled to access your personal information.

### **Changes to this Privacy Statement**

We reserve the right to modify this Privacy Statement at anytime without notice. The Privacy Statement posted at any time or from time to time via our website at [www.tourette.ca](http://www.tourette.ca) shall be deemed to be the Privacy Statement then in effect.

### **Access to Information and Complaints/Withdrawing Consent**

You may contact the Foundation at the address below at any time to: (i) request access to or update or change your personal information; (ii) if you have any questions about this Privacy Statement; (iii) if you have reason to believe that we may have failed to adhere to this Privacy Statement; or (iv) to request that we remove you from our mailing list.



Send Mail To: Attn: Privacy Officer  
Tourette Syndrome Foundation of Canada  
5945 Airport Road, Suite 195,  
Mississauga, ON L4V 1R9  
: 905-673-2255 or 1-800-361-3120  
Telephone Email: [tsfc@tourette.ca](mailto:tsfc@tourette.ca)

Please check here if you no longer wish to receive information from or be contacted by the Foundation locally or nationally and mail it to the address above. You may also call us or send an email.