

Privacy Policy

OneBook (“we,” “our,” or “us”) is committed to protecting the privacy and personal information of our donors, volunteers, staff, and community. As a Christian charity, we value both transparency and trust. This Privacy Policy explains how we collect, use, and protect your personal information in accordance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and **Canada’s Anti-Spam Legislation (CASL)**.

1. Collection of Personal Information

We collect only the personal information that is necessary for our charitable purposes, including:

- Contact details (name, address, phone number, email)
- Donation and payment information
- Communication preferences
- Volunteer and event participation information
- Records required by law (e.g., tax receipting)

We may collect this information directly from you when you:

- Make a donation
- Sign up for newsletters or event invitations
- Volunteer or participate in ministry activities
- Communicate with us by email, phone, or in person

2. Use of Personal Information

We use your personal information only for the purposes for which it was collected, including:

- Processing donations and issuing charitable tax receipts
- Communicating updates, newsletters, and invitations (with your consent)
- Responding to inquiries and prayer requests
- Maintaining volunteer and donor records
- Meeting legal and regulatory requirements

We do not sell, rent, or trade your personal information.

3. Consent

By providing us with your personal information, you consent to its collection, use, and disclosure for the purposes described in this Policy.

- You may withdraw your consent at any time, subject to legal or contractual restrictions.
- For email or text communications, we comply with **CASL**. This means we will only send you messages if we have your express consent, or if an applicable exemption applies (e.g., recent donation, event registration).
- Every email we send includes an unsubscribe option that is effective and immediate.

4. Disclosure of Personal Information

We may share personal information with trusted third parties who assist us in operating our ministry, such as:

- Payment processors
- Mailing services
- IT and database providers

These third parties are bound by confidentiality agreements and may only use your information to perform services on our behalf. We may also disclose information if required by law.

5. Safeguards and Retention

We protect personal information with appropriate safeguards, including:

- Secure databases and encrypted payment systems
- Restricted access to records
- Staff and volunteer confidentiality agreements

We retain personal information only as long as necessary to fulfill the purposes for which it was collected, and as required by law (e.g., financial records for 7 years). After that, it is securely destroyed.

6. Access and Accuracy

You have the right to access your personal information held by us and to request corrections if it is inaccurate or incomplete. To make such a request, please contact us (see below).

7. Website and Cookies

Our website's use of cookies and analytics are used only to improve user experience. We do not collect personally identifiable information without your knowledge or consent.

8. Accountability and Contact Information

We are accountable for protecting your personal information. Questions, concerns, or requests about this Privacy Policy may be directed to:

Privacy Officer

OneBook
700-1816 Crowchild Trail NW
Calgary, AB T2M 3Y7

9. Updates to this Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on our website.