



AWB | USF

Academics Without Borders
Universitaires sans frontières

POLICY AREA:	Administration	DATE APPROVED:	May 9, 2020
SUBJECT:	Privacy and Data Collection	DATE FOR REVIEW:	May 2023
		DATE REVISED:	

At Academics Without Borders, we take your privacy rights very seriously.

We have made improvements to our privacy policy so that it is clear and easy for you to exercise the rights you are granted under Canadian privacy law, and for you to choose how you want to hear from us.

The purpose of this policy is to give you a clear explanation about how Academics Without Borders - and any third parties we work with – collect, use and disclose the personal information you provide to us.

PRIVACY PRINCIPLES

AWB collects, retains and uses information about people (e.g., staff, volunteers, donors) as part of the regular operations of AWB.

This information may be collected and used directly by AWB or indirectly by third parties that provide services to us.

In all cases AWB is the sole accountable owner and user of this information.

AWB does not sell or rent this information to anyone.

Unless otherwise stated at the time of collection, this information is considered confidential, accessible only to those that have a legitimate management, regulatory or legal reason to access it.

The information is stored in a secure manner, to ensure it remains confidential and accessible only to authorized individuals or organizations, and for authorized reasons.

Our management of this information complies with this policy and also with relevant laws, policies and regulatory requirements that may apply to it.

AWB may create more detailed privacy policies specific, for example, to groups of people, or to the channel by which it was obtained (e.g. via our website). Such policies will be consistent with the principles established in this overall policy.

PRIVACY AND DATA COLLECTION

We take care to ensure that we use your information in accordance with all applicable laws concerning the protection of personal information. This privacy policy explains:

1. Most frequently asked questions about privacy
 - a. How do I unsubscribe from emails or phone calls?
 - b. How do I correct my personal information?
 - c. Who can I contact with questions about my personal information?
 - d. How do I turn off marketing cookies?
 - e. How do I find out what information you have on me?
2. Who we are
3. What information Academics Without Borders may collect about you
4. Cookies and data technology
5. Our legal basis for using your information
6. How we use your information
7. How we will contact you
8. Analytics and research
9. Who might we share your information with
10. How long we store your information
11. Keeping your personal information safe
12. Managing your contact preferences
13. Your privacy rights
14. Changes to this privacy policy
15. Facebook policy
16. Contact us / Privacy officer

1. MOST FREQUENTLY ASKED QUESTIONS ABOUT PRIVACY

a. How do I unsubscribe from emails or phone calls?

You can change your contact preferences at any time. You can do this by:

- Clicking the “unsubscribe” link at the footer of our emails to indicate that you do not wish to receive our updates.
- Contacting us at inquiry@awb-usf.org

b. How do I correct my personal information?

You may change your personal information in our records if it is incomplete or inaccurate. Please contact us at inquiry@awb-usf.org to explain what information needs to be updated and to understand how we can help with this request.

c. Who can I contact with questions about my personal information?

We want to hear from you and help you with your questions or concerns. Please contact us at inquiry@awb-usf.org for more information on how we handle your information and protect your privacy.

d. How do I turn off marketing cookies?

You can control the use of cookies through the privacy settings on your device and browser. Check the help menu of your browser for information on how to accept, reject some or reject all cookies.

e. How do I find out what information you have on me?

See “Access Requests” under point 13 below.

2. WHO WE ARE

Academics Without Borders is a Canadian nonprofit that works with universities in disadvantaged countries building their capability to educate the professionals and leaders essential to the strong societies they justly desire. We do this by sending professional staff and academics who donate their time to work on projects that originate with our partner universities, reflecting the most pressing needs of their communities.

AWB is a registered Canadian charity #85510 2588 RR0001.

3. WHAT INFORMATION WE MAY COLLECT ABOUT YOU

We collect information about our subscribers, donors, and volunteers. This information is held securely, as outlined below. The information we gather may include:

a. Subscribers

Personal information: Name, email address, country of residence, institutional affiliation
Details about events that you register for, or attend.

b. Donors

Personal information: Name, mailing address, email address, telephone number, how you like to be contacted, request for anonymity

Record of your support: We collect and process information about your interactions with us, including:

- Details about donations you make to us are collected and recorded in DonorPerfect and the data is protected by DonorPerfect as outlined here: <https://www.donorperfect.com/fundraising-software/online-fundraising-security/>
- Direct donation payment information via cheque is collected for use in generating official tax receipts
- Online payment information is not collected by AWB but is collected by CanadaHelps and is protected by its privacy policy as outlined here: <https://www.canadahelps.org/en/privacy-policy/>
- Details about events that you register for, or attend

c. Volunteers

Personal information: Name, mailing address, email address, telephone number, age, passport details, photo, emergency contact information, curriculum vitae, references, and all other information required for volunteer assignments.

Project activity information: Reports and photos that you submit to us.

4. COOKIES AND DATA TECHNOLOGY

We use cookies and other technology on our website to make it easier for you to use our website and to help us learn about how the website is used by visitors. Information collected this way may include (but is not limited to) IP addresses and Internet service providers, the type of web browser and operating system used, and which of our website pages have been visited.

We use links in our emails to track open and click-through rates to help us learn what emails appeal to subscribers most.

In some cases, interacting with our website, social media accounts or email provide us with “anonymous” data, such as IP address, link clicks, page visits, the time spent on our page, etc. We use Google Analytics on our website to learn where the site is being used and what content is of most interest.

If you would like to prevent us from collecting anonymous data, adjust your web browser’s cookie cache and JavaScript settings. Please note that doing so may affect the performance of our web properties and in some cases may prevent you from using some of our pages and forms.

Links to other websites

Our website contains links to websites owned and operated by other organizations. They may have their own privacy policies and terms and conditions and are not governed by this policy. We encourage you to carefully review the privacy policy and terms of us of each website you visit.

5. OUR LEGAL BASIS FOR DEALING WITH YOUR INFORMATION

Academics Without Borders is committed to complying with Canadian privacy laws, including how we obtain your consent for us to collect, use, and disclose your personal information. In almost all cases, our collection, use, and disclosure of your personal information will fall into one of the following categories:

- a. Where you have provided your consent to allow us to use your data in a certain way. For example:**
 - You volunteered to take part in a project of AWB
 - You signed up online to receive our mailings
 - You provided information associated with a donation

- b. Where collection or use of your personal information without your express consent is permitted by law, such as:**
 - the collection is clearly in the interests of the individual and consent cannot be obtained in a timely way
 - we believe this information is useful in an investigation into a breach of any Canadian or foreign laws
 - we need this personal information for an emergency that threatens the life, health or security of an individual
 - the information is publicly available as defined by Canadian privacy regulations

- c. Where disclosure of your personal information without your express consent is permitted by law, such as:**
 - where required to comply with a subpoena, court order, court rules, authorized government request, or similar legal demand
 - for the purpose of investigating the breach of an agreement, Canadian laws, or preventing fraud or financial abuse
 - where necessary due to an emergency that threatens the life, health or security of an individual

6. HOW WE USE YOUR INFORMATION

We are committed to making it convenient for you to tell us how you want to hear from us. We carefully manage the communications we send you to ensure we are contacting you in the most appropriate way. If you ask us to stop contacting you, we will, unless we are legally obliged to communicate with you. We may use the information we collect from you to:

- Provide you with information about us and the work that we do.
- Administer and manage your donation, including handling your personal information relating to contributions.
- Manage your direct marketing and communication preferences.
- Ask for your financial support, such as making a donation to our latest appeal.
- Comply with our legal and regulatory obligations.
- Analyze the performance of our fundraising appeals.
- Create a record of your preferences, past donations, and level of potential engagement or donation.
- Organise and administer attendance at our events.

Please note that in order to adhere to Canada Revenue Agency regulations, we are required to maintain donation records and are not allowed to remove this information from our internal records, even at your request.

7. HOW WE WILL CONTACT YOU

- We have processes in place to review how we communicate with you. Where you tell us that you no longer want our updates, we will act on this as soon as we can.
- We will only contact you by email if you have given us your express or implied consent along with your email address. In some cases, we can imply your consent to receive emails if you make a donation. In other cases, we are permitted to contact you for fundraising purposes. In all cases, you can choose not to receive future emails from us. You can opt out at any time by clicking on the 'unsubscribe' link at the bottom of our emails.
- We will only contact you by telephone if you have given us your consent along with your phone number. If you have already provided us with your phone number, we may call you occasionally. Being able to call our supporters is important to our ability to raise funds quickly, and all of our calling is carried out by Academics Without Borders personnel. You can opt out of phone calls at any time by emailing inquiry@awb-usf.org.
- If you have provided us with your postal address, we may send you mail unless you have told us that you would prefer not to receive such information. You can opt-out of receiving mail from us at any time by emailing inquiry@awb-usf.org.

Where needed, we may also contact you for administrative purposes using the contact details that you have given us - for example, in relation to donation tax receipts or volunteer assignments.

8. ANALYTICS AND RESEARCH

We use data analytics techniques to target our resources and fundraising activity more effectively, so that we can make appropriate requests to those who have the means and the desire to give more. We do this in the following ways:

a. Due diligence

In order to protect the reputation of Academics Without Borders, our fundraising policy and procedures (as well as certain legal and regulatory obligations), may require us to use your personal information to carry out due diligence on your donation. We may need to use publicly available information to conduct ethical screenings on potential donors of a significant gift, to ensure our reputation is protected. This might include researching the sources of the donor's money, previous business practices and reputation.

If you choose not to have your personal information analysed for due diligence purposes, we may not be able to accept your donation.

b. Using publicly available information

When communicating with individuals who have given, or might consider giving, a substantial donation to Academics Without Borders, we may seek to find out more about that individual, their interests and their motivations for giving, and may invite them to become more involved in supporting our work.

We do this by collating biographical, financial, corporate and philanthropic information from a wide variety of sources, including information that is held on our supporter database and information that is publicly available. This publicly available information could be obtained by searching for positions held, statements made, or media coverage about an individual.

If you would prefer for us not to use your information in this way, please contact us. Academics Without Borders does not sell your information to third parties, and we do not purchase contact lists from third parties.

9. WHO MIGHT WE SHARE YOUR INFORMATION WITH

Academics Without Borders does not sell your information to third parties. We do not make cold telephone calls to members of the public and we do not purchase contact lists in order to do so.

We will, except as indicated below, only share your details with third parties if you ask us to or where we believe we are under a legal or regulatory duty to do so.

Third parties

We use external service providers to help us send you communications and provide you with our services. These providers may include payment processors, mailing services, and software platform providers. In some cases, these service providers require access to your personal information, such as to send newsletters to your email or postal address or to fulfill your instruction to donate to us using a payment card.

Everything an external service provider does is strictly governed by a contract. As part of this agreement, the provider needs to comply with security measures, may not use your personal information for unrelated purposes, and must destroy information when it is no longer needed.

If you would like to learn more about how and when we share personal information with external service providers, please get in touch.

10. HOW LONG WE STORE YOUR INFORMATION

We only hold your personal information on our systems for as long as is necessary for the purposes outlined above. We remove personal data from our systems once it is no longer

required, in line with our guidelines on how long important information must remain accessible for future use or reference, as well as when and how the data can be destroyed.

In certain situations we may keep personal information for a longer period of time. For example, where a supporter has told us they are going to remember Academics Without Borders with a gift in their will, we will retain their details so that we can effectively administer the gift and communicate appropriately with their next of kin or executor.

11. KEEPING YOUR INFORMATION SAFE

Academics Without Borders works to protect our physical and technical systems from unauthorized access. We take precautions to protect all personal information we handle, including using encryption and monitoring access to our secure networks and systems.

Despite our efforts to protect your personal information electronically, the security of information sent over the internet cannot be guaranteed and may be illegally intercepted or changed after it has been sent. This is a risk that you should consider before providing personal information to us, as Academics Without Borders cannot accept liability for such events.

We also provide training to all our staff and volunteers involved in handling personal information on how to protect this data appropriately and use it only in compliance with privacy laws.

12. MANAGING YOUR CONTACT PREFERENCES

You can change your contact preferences at any time. This includes telling us that you don't want us to contact you for marketing purposes.

You can do this quickly and easily by:

Clicking the "unsubscribe" link at the footer of our emails to indicate that you do not wish to receive our fundraising or campaigning updates or contacting us by email at inquiry@awb-usf.org.

13. YOUR PRIVACY RIGHTS

You are in control of how we collect, use and disclose your personal information and you have the right to ask us to stop handling this information. You also have the right to request a copy of the information we hold about you. You may also contact us with the following requests at any time:

- Where we are handling personal information based on your consent, you can withdraw consent at any time. Please see 'Managing your contact preferences' for more information on how to do this. You may change your personal information in our records if it is incomplete or inaccurate.
- You may request the deletion or removal of your personal information and we will delete when it is no longer necessary for us to hold it for the purposes for which we are handling it.
- You can challenge the collection, use and disclosure of your data if there is disagreement about its accuracy or legitimate usage.

Access Requests

If you would like to know what personal information Academics Without Borders keeps on file about you, please contact us to submit an access to personal information request. We may

require information from you about the scope of information you want, or identification to prove you are the person whose information is requested, before we can respond to the request.

Anyone can make a request for details of the information that Academics Without Borders keeps on file about them free of charge. We will only charge an administrative fee to provide copies of the information if the cost to us would be unreasonable, or if the request is excessive or repetitive.

Making a complaint

Listening and responding to feedback from our supporters and members is very important to us.

You can make a complaint or raise a concern about how we handle your personal information by contacting us directly.

If you are not happy with how we have handled your complaint, you can contact the Office of the Privacy Commissioner of Canada (which is responsible for upholding privacy rights in Canada). You may choose to contact the Privacy Commissioner directly, regardless of whether you have raised the complaint with us first.

14. CHANGES TO THIS PRIVACY POLICY

This privacy policy may change from time to time. For example, we may update this policy to reflect any relevant changes to legislation and regulation, and any changes to Academics Without Borders broader policies.

Please visit this website section periodically to keep up to date with the changes in our policy.

15. FACEBOOK POLICY

We want to get your views, content and comments on our Facebook pages - it's your input that makes them. But we also need to make sure they're welcoming to everyone, including our younger supporters.

To help us achieve that please respect our Facebook house rules:

- Please don't post content only available in a language other than English or French. We're unable to be sure of its suitability for our younger supporters and will delete it.
- Please don't post videos or images people may find distressing, such as videos of graphic violence.
- Don't post content that is racist, sexist, homophobic, abusive or otherwise discriminatory or offensive. We will delete posts we deem offensive. Please keep on-topic, and don't flood a post with the same comments repeatedly.
- Don't use our page to advertise products or services for profit, or to advertise a group or charity not related to our work. Please respect each other. We welcome debate and different opinions, but don't resort to personal attacks. Please don't swear. It's just polite not to.

If you repeatedly ignore our house rules, we will remove you from our Facebook pages without warning.

You can find us on Facebook at www.facebook.com/AcademicswithoutBorders/.

16. CONTACT US / PRIVACY OFFICER

The privacy officer for AWB is the organization's executive officer. The privacy officer is responsible for AWB's compliance with [fair information principles](#), as set out by the Office of the Privacy Commissioner of Canada.

You may obtain the email address for the privacy officer by writing to inquiry@awb-usf.org.

Please contact the privacy officer if you wish to:

- change your personal information or change how we communicate with you
- request more detail about the personal information we hold about you and how we use it

This policy is based on similar policies by [Amnesty International Canada](#) and [Jane Goodall Institute](#).