

HHS VOLUNTEER ASSOCIATION CUSTOMERS – OUR PRIVACY COMMITMENT TO YOU REGARDING YOUR PERSONAL INFORMATION

The HHSVA is committed to protecting the privacy of its customer's personal information which includes: customer name, address, phone number(s) and/or email address(s). Personal information does not include aggregate information or data from which individual customer identities have been removed.

We take measures to protect personal customer information held by us. This Privacy Policy provides you with information regarding:

1. When, why and how we collect your personal information and how we use it
2. How consent is provided and can be withdrawn
3. What steps we take to ensure that the information is secure
4. Contact information should you have any further questions

Please note that we reserve the right to modify this privacy policy at any time.

SECTION 1 – WHEN AND WHY DO WE COLLECT YOUR INFORMATION?

Online: When you purchase something from our online store GivingBlooms.ca, as part of the buying and selling process, we collect the personal information that you give us such as your name, address and email address.

In Person: With your permission, you may provide your information in-store, in one of our parking office locations, by fax or by email for the purposes of finding out more or obtaining specific information about a product or service. Our staff will contact you using the information provided for the specific purpose of providing you with the information that you have requested.

Email Marketing: With your permission, we may send you emails about our store, new products and other updates.

SECTION 2 – HOW CONSENT IS PROVIDED AND CAN BE WITHDRAWN

How do you get my consent?

Online: When you provide us with personal information to complete a transaction, make an inquiry, request a product customization, arrange for a delivery or return a purchase, you imply that you are providing consent to our collecting it and using it for that specific reason only.

Email Marketing: If we ask for your personal information for a secondary reason, such as for marketing purposes, we ask you directly for your expressed consent. This consent can be provided online through an opt-in checkbox (which includes providing you with an opportunity to say no) or by voluntarily enrolling in person via a written email sign-up list or by verbally providing your email to be added to an email sign-up list.

How do I withdraw my consent?

If you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime.

Unsubscribe Option: Select the “unsubscribe” option located at the bottom of the eNewsletter or marketing email

By Email: Contact the HHSVA directly to email hhsva@hpsc.ca. Please include “unsubscribe” in your email subject heading and indicate which communication piece you would no longer wish to receive.

SECTION 3 - WHAT STEPS WE TAKE TO ENSURE THAT THE INFORMATION IS SECURE

Online: Customer information provided through GivingBlooms.ca is stored through the host provider’s (Shopify) secured server. To protect your personal information, Shopify takes reasonable precautions and follows industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. Although no method of transmission over the Internet or electronic storage is 100% secure, Shopify follows all requirements and implements additional generally accepted industry standards. For more information regarding the Giving Blooms online services privacy policy please visit GivingBlooms.ca

In-Store/In-Office: All personal customer information is stored securely and disposed of using secure confidential waste receptacles. We have in place and will continue to keep in place security measures in an effort to protect personal information held by us from unauthorized access, use, distribution or loss.

SECTION 4 - CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information please contact hhsva@hpsc.ca or by mail at:

HHS Volunteer Association – Administration
Attn: Marketing Administration
PO Box 2000, 1200 Main St. West
Hamilton, ON L8N 3Z5