

Privacy Policy

Lutheran Foundation Canada (identified herein as "LFC" or "we," or related terms) is committed to protecting the confidentiality and security of personal information about its former, current, and potential donors. The following privacy policy ("Privacy Policy") sets forth LFC's information gathering and dissemination practices for all personal data collected by LFC.

Collection and use of personally identifiable information

When donors, prospective donors, or others contact NCF, via the Internet, phone, or otherwise, they often entrust LFC with personally identifiable information ("personal information"). Oftentimes this personal information may contain sensitive and confidential material, including financial data, billing information, and social insurance numbers. Other information is less sensitive in nature, but still personal, including names, dates of birth, mailing addresses, email addresses, and telephone numbers. LFC's primary purpose in collecting information from donors and potential donors is to provide them with better service. For example, we may use personal information to fulfill a donor's gift request, respond to a donor's inquiry, administer a donor's fund, send tailored marketing materials to the donor, assess the donor's specific needs and interests, or improve the website experience of donors. Personal information that is collected also helps LFC to verify and identify each person who establishes a gift with LFC or contributes or has access to a LFC designated or donor-advised fund.

LFC recognizes and appreciates the importance of responsible use of others' personal information. We attempt to preserve the confidentiality of personal information, and when we use it, we do so with respect for the person's privacy. Within LCF and among our auxiliaries and listed service organizations, we prohibit access to an individual's personal information by persons other than those who reasonably require it to communicate with that person on behalf of LFC, to provide or enable LFC to provide services or information the person needs or has requested, to maintain accurate records, for research and analysis to better serve the person or the charitable community, or for compliance or required reporting purposes. We do not sell, trade, rent, or share personal information with third parties other than our auxiliaries and listed service organizations except as expressly authorized by the person or his or her representative, to comply with applicable laws or court orders, or to protect the rights of LFC.

LFC never sends mailings on behalf of other organizations, but we may engage (a) a mailing company to distribute our own communications or (b) a research firm to collect survey responses.

LFC strives to keep records complete and accurate. Most personal information is contained in account statements that the person receives from us and on applications that the person submits to LFC. We encourage each person to review this information and notify us if any information should be corrected or updated. It is also important that persons take affirmative steps on their own to protect against unintended disclosure of their personal information. LFC will provide any person reasonable access to their respective personal information we maintain about that person if, in LFC's opinion, it is reasonable to presume that the person accessing our systems is entitled to do so.

Online Use

Privacy both online and offline are equally important to LFC. With respect to LFC's websites, LFC utilizes technologies intended to provide various levels of security. Currently LFC does not collect any financial or other sensitive personal information (e.g. social insurance numbers, billing information) through our website nor do we require that donors use LFC's website for that purpose. If that occurs in the future, LFC will implement technologies that are intended to provide security and privacy when persons access and amend such information, initiate online transactions (such as contributions to LFC), or send secure messages. For other types of personal information, we implement reasonable measures aimed at preventing the information from becoming disclosed to unauthorized individuals.

When online users visit LFC's public website, they can surf the site anonymously and access information without revealing their identity. LFC's web servers automatically log the IP/Internet address of the user's computer and the browser type. Any user of the public website remains anonymous unless he or she provides the website with personal information.

Please be aware that LFC may use "cookies" to track an online user's visit to LFC's website. Cookies involve the transfer of a small amount of data to the user's browser by a web server, which is intended to be read by the server that gave it to the user. A cookie serves as the user's identification card, recording information the user provides. It cannot be executed as code or to deliver viruses.

Most browsers are initially set to accept cookies. Online users can set their browsers to provide a notice when they receive a cookie, giving the user the opportunity to decide whether to accept it. In some instances, accepting a cookie is not optional. If a user chooses not to accept the cookie, some portions of LFC's website may not work properly.

LFC or its designated service providers will collect and share non-personally identifiable information about users of its website only in aggregate form with third parties, including any third party vendors.

Other information

Please note that although LFC employs reasonable precautions to protect the personal information of donors and potential donors from loss, misuse, unauthorized access, disclosure, alteration, or destruction, LFC cannot guarantee the confidentiality of any communication or material transmitted to or from LFC by any means. No security measures are perfect and we cannot promise that personal information about givers or prospective givers will remain secure in all circumstances.

LFC does not endorse, and is not responsible for, the privacy practices or the content of any third-party web sites, including those linked to and from its public or non-public website.

Any questions regarding this Privacy Policy or requests to review, update, or remove personal information, may be submitted to:

- E-mail: gift@lutheranfoundation.ca
- Telephone: 877.711.4438
- Facsimile: 204.897.4319
- Mailing address: Lutheran Foundation Canada, 3074 Portage Avenue, Winnipeg, MB R3K0Y2.

LFC reserves the right to change the organization's Privacy Policy at any time by posting a new or revised Privacy Policy on its website. An individual's continued use of LFC's website or other LFC services after a new or revised Privacy Policy is posted on the website constitutes acceptance of any such changes to the Privacy Policy. The foregoing policy is effective as of January 1, 2018.