

Privacy Statement

Our Commitment

The Mosaic Institute respects and considers the protection of your privacy paramount. The following Statement explains the current information management practices on our websites.

We are committed to protecting your privacy whether you are browsing for information or conducting business online through our website. The handling of all personal information by the Mosaic Institute is governed by the ***Freedom of Information and Protection of Privacy Act*** and the ***Personal Information Protection and Electronic Documents Act***.

When you visit our website, we will not collect your personal information unless you choose to use and receive information or for online giving that requires it. For financial transactions involving, donations, our system uses up-to-date security protocols through Blackbaud to ensure the integrity and confidentiality of all information and systems.

Cookies/Tracking Technology

Our website uses cookies. Cookies are generally used to make it more convenient for users to move around our websites. If you choose, they may be used to ‘remember’ your password and make it easier and faster to log-in to certain sites. These types of cookies are stored on your computer’s hard drive. Personal information cannot be collected via cookies and other tracking technologies, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

What information we collect

We collect and use personal information from donors including: name, amount donated, address, telephone number, donor comments and e-mail addresses. The Canada Revenue Agency requires the Mosaic Institute to keep detailed contact information and contribution levels of donors on file.

Donor’s Bill of Rights

Please refer to the [Donor Bill of Rights](#) that also includes the [Principles of the E Donor Bill of Rights](#) in this website for details on your rights as a donor.

How we use this information

The Mosaic Institute will not publish, sell, trade, rent or share names or contact information of donors (unless released for publication). We will use contact information (e-mail, telephone number and address) of donors for these following specific purposes only:

- To distribute receipts for donations
- To request updated contact or giving information
- To thank donors for their gifts
- Inform donors about upcoming campaigns and activities
- Internal analysis and record keeping
- Reporting to relevant government agencies (not for public inspection)
- Contact donors about changes to this policy

Unless a donor explicitly chooses to remain anonymous, we will publicly recognize their donation. In all other cases staff and volunteers will assume all donations are to be publicly acknowledged unless the donor explicitly indicates otherwise. Comments given in donor forms may be used in promotional materials while comments sent to us via email, fax or telephone are kept strictly confidential.

Distribution of Information

The Mosaic Institute does not sell, license or rent your personal information to any third parties. At any time you can request the Institute to remove your personal information from our records by contacting: info@mosaicinstitute.ca or in writing to the Mosaic Institute 2 Bloor St W, Ste 173 Toronto ON M4M 3E2.

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud or criminal activity which has taken place. The information is not provided to these parties for marketing purposes.

Financial information

All access to donor financial information is strictly limited to professional staff who process those data. We offer donors the option to make their donation online through Blackbaud's Merchant Services processing which independently maintains the highest level of security.

The Mosaic Institute does not store, nor do we have access to, your credit card information, financial institution account numbers, or other data relating to your finances submitted through Blackbaud Merchant Services.

Contact us:

If you have questions about The Mosaic Institute's Privacy Policy or if you wish to be removed from our e-mail / mail contact lists, please email us at info@mosaicinstitute.ca or in writing to the Mosaic Institute 2 Bloor St W, Ste 173 Toronto ON M4M 3E2.

Inquiries and donations may also be sent directly to us at the address above, or by calling 416-644-6000 or fax at 416-644-6001.

You Have a Choice

If you choose not to use the Internet to provide personal information, you can contact us by telephone, fax, mail, or in person at the above.

The Mosaic Institute reserves the right to make changes to this policy. Any changes to this policy will be posted.