

Data Privacy FAQs

Updated November 2017

1. Does The Meeting House have a data privacy policy?

Yes, you can find it on our website here:

http://themeetinghouse.com//resources/General_Resources/Data_Privacy_Policy_v.10.2017.pdf

This policy was developed early in 2008 and has been updated over the years as necessary. Our data collection process, purpose, and use of the data are outlined there, as well as on many of the forms we use for collecting the information.

2. Has The Meeting House always kept personal data?

Yes. For reasons outlined in the next question, The Meeting House has kept personal information since the church started. We need to keep information on file in order to be good stewards and ensure necessary compliance as charity. As our church has become larger and more complex, we have consolidated our various forms and locations of data into a central database which is much more secure than maintaining a variety of smaller ones.

3. Why does The Meeting House need to keep personal data?

Collecting personal data shouldn't be surprising as it is a necessary part of meeting CRA requirements, maintaining charitable law, as well as complying with our Plan to Protect and security needs. We have been and continue to be transparent regarding why we collect data and only ask for the information we need in order to run the organization to as high a standard as we can.

Without this data we would not be able to:

- issue tax receipts for your donations
- ensure the security clearance of a person volunteering in a role where they will be in contact with vulnerable people (including children)
- maintain security clearance standards (police record checks) that vary based on a person's age and date of birth
- contact you regarding ministry and church membership requirements (ie: annual meetings etc.)
- reach you in case of emergencies
- provide you with security around your information when you need to ask for details or change it

4. Does The Meeting House gain proper consent to store this data?

The Meeting House collects your personal information directly from you. We do not collect information about you from any other source. We gained your consent by the very nature that you gave it to us. This may be through filling out a registration form for a ministry or event, signing up for a volunteer position, completing a survey, asking for information or follow up from our pastors or administrative staff, signing a membership form, making a donation for which you wish a tax receipt, requesting an automatic withdrawal of a donation, signing up for a class, or joining a Home Church.

5. Does The Meeting House share my personal information?

No. We will not share any personal information unless required by law.

6. Why does The Meeting House need to know my date of birth?

You give us your age when you ask to volunteer in a role that falls under our Plan to Protect policy. As an adult, your age determines the kind of security check (police record check) that is necessary to comply with our Plan to Protect policy. For children in our programs, knowing their age is necessary to direct each person into the correct classroom that has age appropriate teaching, supplies, and the correct child to worker ratio.

7. Who has access to or can see my donations records?

Your contributions are private and kept in strict confidence. Only a few administrators who process the information for tax receipts and use it for planning purposes can see or have access to the records.

8. Who has access to my personal information?

Our staff team has access to the information stored in our database. The information that each staff member is able to see is restricted based on what is needed for their role. We also give Elders access to information through a viewing portal for purposes of setting up and maintaining their Home Church roster and providing pastoral care for their Home Church members.

On occasion temporary volunteers, or paid temporary staff are required to help during busy seasons of entering new data (for example, entering survey information). This would never include financial information.

9. Does The Meeting House track a person's attendance?

Collecting attendance data from our services and programs is something we have been doing for many years now. In terms of the overall Meeting House, we are not as concerned with who is in attendance, but rather how many people. The recent change to a new database gives us a better way of automating the counting process, and does give us view to the specifics of who attended our programs (like Home Church). We never use this attendance data to check up on people. Of course, our Elders and Lead Pastors do want to be caring for people pastorally, which would include a view of their participation within home church, but only from an encouragement and care perspective.

In regards to youth and children, we track the attendance of every classroom, including the volunteers. We are required to do so in order to be compliant with our insurance coverage, the details of our Plan to Protect policy, regional health standards, and to be able to cooperate fully with law enforcement if needed.

10. How do I know my data is secure and that your database can't be hacked?

Our new database provides us with increased professional security standards in safeguarding our data. Here are two facts about our database as it relates to being hacked:

- a) The hacking risk is not new, our data has always been housed on servers and while we do our best to ensure this data is protected, there does not exist an un-hackable system.
- b) If your main concern is that we will be hacked and that data exposed, you will LIKE our move to our new database because now it rests in a secure datacenter that is owned, operated and secured by Microsoft as well as the database manufacturers team of security personnel; both of which provide a level of security both physically and digitally that far outstrips what The Meeting House itself is capable of.

If you are interested in learning more about the governmental requirements of data collection you can read about it online:

- Overview of Privacy Legislation in Canada: https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02_05_d_15/
- Application of PIPEDA to Charitable and Non-Profit Organizations: https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/02_05_d_19/