

Fund-a-Paw Privacy Policy

Last updated: September 2025

Fund-a-Paw (“we”, “our”, “us”) is committed to protecting your privacy. This Policy explains what personal data we collect, how we use it, the lawful bases for processing, who we share it with, how long we keep it, and your choices.

Scope

This Policy applies to our website, app, donation experiences, newsletters, and related services. By using our services, you agree to the practices described here.

What we collect

- Contact details you provide (name, email, phone, mailing address where applicable).
- Donation information (amount, currency, chosen shelter/animal, receipt email). Payment details are processed by Stripe; we do not store full card numbers.
- Communications and preferences (newsletter opt-ins, progress updates, feedback).
- Technical data (IP address, device identifiers, pages viewed, interactions) gathered via cookies or similar technologies for security and analytics.

Legal bases (Canada)

We process personal information under the Personal Information Protection and Electronic Documents Act (PIPEDA) and, where applicable, Alberta's Personal Information Protection Act (PIPA). Our primary legal bases are: consent (e.g., marketing and updates), performance of a service you request (e.g., issuing donation receipts), and legitimate interests (e.g., fraud prevention and service improvement).

How we use data

- Process donations, provide receipts, and deliver donor care.
- Provide progress updates and newsletters if you opt in; you can unsubscribe at any time.
- Operate, secure, and improve our services; prevent fraud and abuse.
- Comply with legal obligations (e.g., financial record keeping and tax).

Cookies & analytics

We use essential cookies for security and functionality. With consent, we may use analytics cookies to understand site usage (e.g., page performance) to improve the experience. You can control cookies via your browser settings. Blocking some cookies may impact functionality.

Sharing

We do not sell your personal data. We may share limited information with: (i) payment processors (Stripe) for secure transactions; (ii) infrastructure, email, and analytics providers under contract; and (iii) the benefiting shelter for the purpose of providing relevant updates related to your donation. These parties act as data processors and must protect your data.

International transfers

Service providers may process data in Canada, the United States, or other countries. Where data is transferred outside your region, we implement appropriate safeguards consistent with applicable law.

Security

Payments are processed by Stripe (PCI DSS Level 1). We use HTTPS, access controls, encryption in transit, and industry standard safeguards to protect data. No method of transmission or storage is 100% secure, but we continuously improve our protections.

Retention

We retain personal information only as long as necessary for the purposes described above or as required by law. Donation and receipt records may be kept for up to 7 years to meet audit and tax requirements. Marketing preferences are kept until you unsubscribe or request deletion.

Your choices & rights

- Unsubscribe from emails at any time using the link in the message.
- Request access to, correction of, or deletion of your personal information by contacting us.
- Withdraw consent for optional processing (e.g., newsletters) without affecting prior lawful processing.

Donations, receipts, and refunds

We issue electronic receipts to the email you provide. If you need changes or a duplicate receipt, contact us. Refund requests are reviewed case by case in line with our refund policy and applicable law.

Children

Fund-a-Paw is not directed to children under 13. We do not knowingly collect information from children under 13.

Changes to this Policy

We may update this Policy from time to time to reflect changes in technology, law, or our services. If we make material changes, we will post an updated date and, where appropriate, provide additional notice.

Contact us (Data Controller)

Email: privacy@fundapaw.org

Mailing address: Fund-a-Paw, Calgary, Alberta, Canada (Attn: Privacy Officer)