

PHS Community Services Society is committed to protecting the privacy and security of visitors to our website.

We operate under BC's [Personal Information Protection Act](#).

This digital policy applies to PHS website, email and social media communications. If you have questions about these policies, reach out through our Contact Us page.

Overview

The privacy and security of your personal information is of great importance to us. We are committed to respecting your personal privacy in a manner that complies with the law.

We don't ask for personal information unless we truly need it. We don't store personal information unless required for the on-going operation of our services. And we don't share it, other than with authorized agents acting on behalf of PHS or in the event of a legal requirement.

Website Visitors

PHS collects non-personally-identifying information that web browsers and servers typically make available, such as the browser type, referring site, and the date and time of each visitor request. We do this in order to better understand how visitors use this site.

In the process of doing this we may leave cookies on your computer. These are small text files containing unique identification numbers, which are used to identify separate visitors and track users' activities on the website. A cookie will not let a website know any personally identifiable information about you. If you have concerns about cookies, you can set your web browser to not accept them or display warning messages.

From time to time, PHS may aggregate non-personally-identifying information for statistical purposes to create reports on website analytics. We do this to improve our own service, not to track individual Internet users.

The PHS website contains links to third-party sites. PHS assumes no responsibility for information practices at other sites you are able to access through ours.

Consent & disclosure

PHS will only collect your personal information with your knowledge and consent. You can choose not to disclose any information we may request, or subsequently withdraw your consent to the use of your personal information at any time, subject to any legal requirements and reasonable notice.

The amount and type of information collected by PHS is limited to only what's necessary to fulfill the purposes identified, and will be gathered using procedures which are fair, transparent and lawful. You can choose to disclose as much or as little information as you are comfortable with.

PHS will use your personal information only for the purposes for which it was collected. Your information will not be disclosed without your knowledge and consent, unless permitted or required by law.

Your personal information will be retained only as long as necessary to fulfill the purposes for which it was collected, and in compliance with any laws surrounding information retention.

Email lists

PHS maintains email lists to keep supporters, media and policymakers informed about news and events, and to solicit donations. Individuals who provide optional information may also receive materials in the mail and/or be contacted by telephone by authorized PHS representatives.

Users may remove themselves from this mailing list by following the link provided in every email or by [contacting us](#) with the request.

Only staff and authorized agents have access to personally identifiable information provided by visitors to our site, which is not shared with external parties unless required by law.

We comply with Canada's Anti-Spam Legislation (CASL) governing the distribution of and solicitation by email.

Social media

PHS aims to post informative social media content and curate a welcoming digital environment.

We encourage lively engagement on social media platforms, and try to reply promptly to genuine questions and constructive criticism. However, we do not tolerate abusive or derogatory comments about our employees or community. Disrespectful, inappropriate or off-topic comments will be deleted, as will anything identifying staff or service users not already named in linked published content.

Links to content on other websites should not be construed as an endorsement of the organizations, entities, views or content contained therein. PHS is not responsible for the content or approaches to privacy of those external websites.

Also, people posting content to PHS social media pages need to acknowledge that this information is available to the public and may be used in circumstances out of the control of

PHS. To protect your own privacy and the privacy of others, please do not include any personal information in the body of your comment or share personal information about others, including names and pictures. Please note that information you post on social media sites is not under our control, and may be stored on servers outside Canada

The personal information you post to PHS social media sites may be collected by PHS and our authorized agents for the purposes of engaging and consulting with you.

When you contact us

Our digital communications provide email addresses at which you may contact us. Should you send us an email, any personal information you include will be collected and likely stored.

Please do not send confidential information, particularly financial, medical or other personal identification by email. Email is not a secure method of communication.

When submitting personal information to the Columbia Street Community Clinic you should call the appropriate staff member or submit information and documents in person, by mail or via fax. (The clinic has its own policies detailing its approach to medical information which is separate to this privacy policy.)

Accessing your information

Upon request, you will be informed of the existence, use and disclosure of your personal information, and will be given access to it. You may verify accuracy and completeness and request that it be amended, if appropriate. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.