

Privacy Policy

Last updated: July 2025

Enchanted Hope Foundation (“we,” “us,” or “our”) is committed to protecting the privacy of individuals who visit our website, donate, or participate in our programs and services. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information, in accordance with Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA).

1. Who We Are

The Enchanted Hope Foundation is a registered Canadian nonprofit that supports children facing serious illnesses and their families through storytelling, community programs, and creative initiatives.

Our website address is: <https://www.enchantedhopefoundation.org>

2. Information We Collect

We may collect the following types of personal information:

a. Information You Provide:

- Name, email address, mailing address, and phone number
- Donation information (amount, date, method)
- Payment details (processed securely via third-party services like Stripe, PayPal, or CanadaHelps)
- Comments, messages, or submissions via our website or forms
- Newsletter sign-up or event registration details

b. Information Collected Automatically:

- IP address, browser type, device info
- Pages visited, time spent on site (via tools like Google Analytics)
- Cookies and similar tracking technologies

3. How We Use Your Information

We use your personal information to:

- Process donations and issue tax receipts
- Send email updates, newsletters, and event invitations
- Respond to your inquiries and requests
- Improve our website, programs, and user experience
- Comply with legal and regulatory obligations

4. Sharing Your Information

We do not sell, rent, or trade your personal information. We may share it with:

- Trusted third-party service providers, such as payment processors, email platforms, or analytics tools (only as necessary and with confidentiality agreements)
- CRA or legal authorities, if required by law

5. Consent

By using our website or providing personal information, you consent to the collection, use, and disclosure of your information as outlined in this policy. You may withdraw consent at any time (subject to legal and contractual obligations).

6. How We Protect Your Information

We take reasonable security measures to protect your personal data, including encryption, secure servers, and restricted access to staff or volunteers who need the information to fulfill their duties.

7. Your Rights

You have the right to:

- Access your personal information
- Correct or update inaccuracies
- Withdraw your consent
- Request deletion (where applicable)

To exercise any of these rights, contact us at sarahbankuti@gmail.com

8. Third-Party Links

Our website may contain links to third-party websites (e.g., CanadaHelps, social media). We are not responsible for the privacy practices of these sites. Please review their policies separately.

9. Children's Privacy

We do not knowingly collect personal information from children under 13 without parental or guardian consent. If you believe a child has provided us with personal data, please contact us immediately.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The most recent version will always be posted here with the date of revision.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal information, please contact:

Enchanted Hope Foundation
sarahbankuti@gmail.com