

Privacy Policy

Effective Date: April 1, 2026

Organization Name: North Island Crisis and Counselling Centre Society

Website: www.nicccs.org

1. Introduction

The North Island Crisis and Counselling Centre Society (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information in accordance with applicable laws in British Columbia and Canada, including the *Personal Information Protection Act* and *Canada's Anti-Spam Legislation*.

2. Information We Collect

a) Information You Provide

We may collect personal information when you:

- Sign up for our newsletter
- Donate
- Contact us through our website

This may include:

- Name
- Email address
- Mailing address
- Phone number
- Donation details

b) Payment Information

Donations are processed securely through a third-party payment provider - CanadaHelps. We do not store full credit card information on our servers.

c) Automatically Collected Information

We may collect:

- IP address
 - Browser/device information
 - Pages visited and usage data
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3. How We Use Your Information

We use your information to:

- Send newsletters and updates (with your consent)
 - Process donations and issue tax receipts
 - Communicate about programs, services, and events
 - Respond to inquiries and support requests
 - Improve our website and outreach efforts
 - Meet legal and regulatory obligations
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4. Consent and Email Communications

By subscribing to our newsletter, you consent to receive email communications from us in accordance with ***Canada's Anti-Spam Legislation***.

You may:

- Unsubscribe at any time using the link provided in our emails
- Withdraw your consent by contacting us

We will not send marketing or promotional emails without your consent.

5. Sharing of Information

We do **not sell or rent** your personal information.

We may share your information with:

- Trusted service providers (e.g., email newsletter platforms, payment processors)
- Government or regulatory authorities when required by law

All third parties are required to safeguard your information.

6. Data Storage and Security

We take reasonable administrative, technical, and physical safeguards to protect your personal information.

However, no internet-based system is completely secure, and we cannot guarantee absolute security.

7. Cookies and Analytics

Our website may use cookies or similar technologies to:

- Understand how visitors use our website
- Improve user experience

You may adjust your browser settings to refuse cookies if you prefer.

8. Third-Party Services

We may use third-party services (such as online donation processors and email distribution tools). These services are governed by their own privacy policies.

9. Access and Correction

You have the right to:

- Request access to your personal information
- Request corrections to inaccurate or incomplete information

To make a request, please contact us using the details below.

10. Retention of Information

We retain personal information only as long as necessary for the purposes described in this policy and as required by law, including for financial recordkeeping and tax receipting.

11. Confidentiality and Limits of Online Communication

The North Island Crisis and Counselling Centre Society is committed to maintaining the confidentiality of individuals who seek support from our services.

However, information submitted through our website (including contact forms, newsletter signups, or donation forms) is not considered secure or confidential in the same way as direct counselling services.

Please note:

- Do not include highly sensitive personal, medical, or crisis-related information in general website forms
- Email and online communications may not be fully secure
- Submitting information through the website does **not** establish a counsellor-client relationship

We cannot guarantee the confidentiality of information transmitted electronically. By using our website, you acknowledge and accept these limitations.

If you are seeking confidential support, please contact us directly through our counselling or crisis services.

12. Crisis Support Disclaimer

If you are in immediate danger or require urgent assistance, please call **911** or go to your nearest emergency department.

This website is **not monitored 24/7**, and messages submitted through our website, email, or online forms may not be reviewed immediately.

If you are in crisis or need immediate emotional support, please contact a crisis line or emergency service directly. In British Columbia, you can call or text **988**, the Suicide Crisis Helpline, available 24 hours a day across Canada.

Submitting a message through this website does **not** guarantee a timely response and is not a substitute for crisis or emergency services.

13. Contact Us

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

North Island Crisis and Counselling Centre Society

Email: reception@nicccs.org

Mailing Address: 7095 Beverley Parnham Way; Box 2446; Port Hardy, BC V0N 2P0

Phone: (250) 949-8333

14. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.
