

Privacy Policy

WINS Calgary

Last updated: July 17, 2027

Women in Need Society (WINS) respects your privacy and is committed to protecting the personal information we collect through our website, donation activities, thrift stores, volunteer opportunities, programs, and community support services. This Privacy Policy explains what information we collect, how we use it, how we share it, and the choices you have regarding your personal information.

1. Who We Are

Women in Need Society (WINS) is a Calgary-based charity and social enterprise that helps women and their families thrive by providing access to basic needs, individualized support, and employment training through our Community Support programs and services. WINS also operates seven thrift stores and the More Store, and revenue from these operations helps fund our mission.

Contact information

WINS Calgary

1005 11 Avenue SW

Calgary, AB T2R 0G1, Canada

Phone: 403-255-5102

Email: info@winsyyc.ca

2. Information We Collect

Depending on how you interact with us, we may collect:

- Name.
- Email address.
- Phone number.
- Mailing address.
- Donation-related information.
- Volunteer application information.
- Program, referral, or support-related details.

- Messages submitted through contact forms.
- Website usage data such as IP address, browser type, device information, cookies, and pages visited.

3. How We Use Your Information

We may use your information to:

- Respond to inquiries and requests.
- Process donations and donation-related communications.
- Coordinate pickups, donor support, and related logistics.
- Manage volunteer applications and participation.
- Deliver community support services and referrals.
- Send newsletters, updates, and fundraising communications where permitted.
- Improve our website, programs, and services.

4. Donations and Payments

When you make a donation, we may collect the information needed to process the transaction, issue receipts, and maintain appropriate internal records. If payment is processed by a third-party provider, that provider handles the payment information under its own security and privacy practices. We do not sell donor information.

5. Sharing Information

We may share personal information with trusted third-party service providers that help us operate our website, process payments, send communications, store data, or support our programs. We may also share information when required by law or when necessary to provide a service you requested.

6. Cookies, Analytics and Advertising Technologies

Our website uses cookies, the Meta Pixel, and similar analytics technologies to collect information about how visitors use our website. This helps us improve website performance and our services, understand user interactions, and measure the

effectiveness of our content and advertising campaigns. You can control cookies through your browser settings, although disabling certain cookies may affect the functionality of the website.

These technologies may collect information such as your IP address, browser type, device information, pages visited, referring website, and interactions with our website. This information may be shared with Meta in accordance with Meta's privacy practices and used to provide analytics, measure advertising performance, and deliver relevant advertisements.

We do not intentionally use Meta Pixel to collect or share sensitive personal information. We regularly review our website and tracking configuration to help ensure that confidential or sensitive information submitted through forms is not transmitted to third-party analytics or advertising platforms.

By continuing to use our website, you acknowledge the use of these technologies as described in this Privacy Policy. For more information about how Meta collects and processes data, please refer to Meta's Privacy Policy.

7. Retention of Information

We keep personal information only for as long as needed to fulfill the purpose for which it was collected, to meet administrative or legal obligations, and to maintain appropriate records. When information is no longer required, we take reasonable steps to delete, anonymize, or securely destroy it.

8. Protecting Your Information

We use reasonable administrative, technical, and physical safeguards to help protect personal information against unauthorized access, loss, misuse, or disclosure. While no method of transmission or storage is completely secure, we work to maintain appropriate protections for the information we hold.

9. Your Rights

Depending on the circumstances and applicable law, you may have the right to:

- Access your personal information.
- Request corrections to inaccurate information.
- Request deletion of certain information.

- Withdraw consent for certain uses.
- Opt out of marketing communications.
- Ask questions about how your information is handled.

10. Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact us at:

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Email: info@winsyyc.ca