

Privacy Policy

Sojourn House is committed to protecting the privacy and personal information of everyone who interacts with us. This includes individuals accessing our services, visiting our website, making a donation, signing up for updates, or otherwise engaging with our work.

This policy outlines how we collect, use, and protect personal information through our website.

1. Our Commitment

We recognize the importance of privacy and are committed to maintaining the accuracy, confidentiality, and security of personal information. We use appropriate administrative, technical, and physical safeguards to protect information in our care.

2. What Information We Collect

We collect two types of information:

a) Personal Information

Personal information is information that can identify you, including:

- Name
- Email address
- Phone number
- Mailing address
- Donation or payment information
- Any information you choose to provide through forms or communications

We collect this information only when it is voluntarily provided.

b) Non-Personal (Aggregate) Information

We may automatically collect limited information when you visit our website, such as:

- IP address
- Browser type
- Pages visited and time spent
- General geographic location (city-level)

This information helps us improve our website and understand how it is used. It does not identify you personally.

3. How We Use Information

We may use your information to:

- Respond to inquiries or requests
- Process donations and issue tax receipts
- Send updates, newsletters, or communications you have opted into
- Improve our website and services
- Support internal planning and reporting

You may unsubscribe from communications at any time.

4. Sharing of Information

We do not sell or trade personal information.

We may share information with trusted third-party service providers (such as donation platforms or email marketing tools) only as necessary to deliver services. These providers are required to protect your information.

We may also disclose information if required by law.

5. Cookies and Analytics

Our website may use cookies and analytics tools (such as Google Analytics) to improve user experience and understand website usage.

You can adjust your browser settings to decline cookies if you prefer.

6. Online Advertising

From time to time, Sojourn House may use digital advertising tools to share information about our work and reach new audiences. These tools may use cookies or similar technologies to display relevant content to individuals who have previously visited our website.

If we use these tools, we will do so in a way that respects your privacy and allows you to manage your preferences through your browser or device settings.

6. Data Security

We take reasonable steps to protect personal information from unauthorized access, loss, or misuse. However, no method of transmission over the Internet is completely secure.

7. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices of those sites.

8. Access and Updates

You may request access to, or correction of, your personal information by contacting us.



Sojourn House
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416-864-0515
www.sojourhouse.org

9. Changes to This Policy

We may update this policy from time to time. The most current version will always be posted on our website.

10. Contact Us

If you have questions about this policy or how your information is handled, please contact:

Sojourn House
101 Ontario Street
Toronto, ON M5A 2V2
Canada
info@sojournhouse.org
416-864-0515