



Privacy Policy

Effective November 29th, 2025

Privacy Policy

Aid And Assist values your privacy. This privacy policy explains the information we collect through our website at aidandassist.ca and during the service delivery process. This policy describes information collected from website visitors, Aid and Assist account holders, service users, individuals who connect with Aid and Assist, and volunteer applicants. This policy describes how the below information is collected, used, shared, and secured as well as your choices regarding the use, access and correction or removal of your information.

Aid and Assist's Executive Director is accountable for the organization's adherence to its privacy policy and practices. Inquiries and requests for personal information can be addressed to executivedirector@aidandassist.ca or by letter mail to 499 Preston St., Ottawa, ON K1S 4N7. Please note that Aid and Assist does not operate a physical office at this location and is unable to accept inquiries in person.

The type and quantity of information Aid and Assist collects is based on the users' level of interaction with Aid and Assist.

Users who Browse the Website Without an Account or Interaction

While Aid and Assist is able to measure strain on its server due to usage, providing it with a rough estimate of usage frequency, it does not collect aggregate data about the number of website visitors in a given time. Individual identifying data of browsing users is not available to Aid and Assist.

Users who Create an Account

Aid and Assist collects the following information from users with accounts:

- Name
- Username/Email
- Customer ID
- Password
- Phone number
- Contact preference
- Delivery Address(es) if entered by user

Account information is collected to facilitate service delivery should the user choose to access an Aid and Assist service. It is stored in a database with Amazon Web Services. Amazon Web Services' Privacy Notice is located at <https://aws.amazon.com/privacy/>. Aid and Assist does not share account information

with other external parties without your consent unless required during the service delivery process (see below).

Passwords are stored as difficult-to-decyrpher hashes in the above-mentioned database.

Users who Create an Account and Borrow First Aid Kit(s)

Aid and Assist collects the following information from clients when they access the Borrow a First Aid Kit service:

- Delivery address (if not previously provided)
- Date of rental period
- Signed First Aid Kit Contract and Waiver
- Payment Intent (transaction ID)

Aid and Assist retains records of Borrow a First Aid Kit service usage data for a minimum of 2 years.

Aid and Assist collects and stores the Payment Intent (a transaction ID) generated by our payment provider (Stripe), which is linked to the order. This payment intent is used to charge the itemized content fee (for clients that have used more than \$5 in supplies) and any applicable late fees following the order's return.

We do not have a payment intent if the user uses Interac e-Transfer.

Aid and Assist does not collect payment details beyond the Payment Intent, such as credit or debit card details or billing address. This information is collected and stored by Aid and Assist's payment processor, Stripe. Stripe Inc.'s Privacy Policy is located at <https://stripe.com/en-ca/privacy>.

Individuals who Interact with Aid and Assist

Aid and Assist may collect and store user-provided name and contact information, such as an individual's email or phone number provided in a feedback form or used to contact a Manager or Executive Director, as required.

Worker Applicants

Aid and Assist collects and stores information on worker applicants, including:

- Application date
- Name
- Preferred name
- Date of birth
- Email
- Phone

- Screening question responses
- Resume
- Employment, volunteer, and skills information
- Positions that the volunteer applicant is interested in
- Personal address
- Email and email communication records
- Police record check
- COVID-19 vaccination records
- Background check findings

Information is used to determine worker applicant suitability for the position(s) they are interested in. Worker applicant information is retained for a minimum of two years after the information is received. If an application is denied due to concerns with the applicant's suitability, the rejected applicant's name, applicant date, and reason for denial are retained indefinitely.

Worker information is retained for a minimum of two years after the worker ceases their involvement with Aid and Assist.