



## **BREAKFAST CLUB OF CANADA DONOR RIGHTS POLICY**

### **1.0 Purpose**

The Breakfast Club of Canada (“Breakfast Club”) is committed to meeting the rights of its donors without whom we would not be able to fulfill our mission of ensuring every child in Canadian schools starts off the day with a wholesome and nutritious breakfast. However, if a donor wishes to exercise any of its rights under this policy, we want to hear from you so that we may implement actions to meet your expectations and requests.

### **2.0 Objective**

The objective of this Policy is to provide our donors with a statement of donor rights that we commit to uphold, and to provide a variety of means that a donor may take to communicate your preferences with the Breakfast Club.

### **3.0 Donors’ Rights**

1. The Breakfast Club does not sell its donor list.
2. Donors have a right to remain anonymous (either their name or amount of their donation, or both).
3. Donors (and prospective donors) have a right to:
  - a. Limit the frequency of contact by the Breakfast Club or its employees;
  - b. Not be contacted by telephone or other technology;
  - c. Receive printed material concerning the Breakfast Club; and
  - d. Discontinue all contact from the Breakfast Club.

### **4.0 Communication of Requests**

Stakeholders may communicate its requests in either the French or English language to the Breakfast Club by one of the following methods:

#### **Mail:**

Attention: Complaints Officer  
Breakfast Club of Canada  
135-G boul. de Mortagne Blvd.  
Boucherville, Quebec  
J4B 6G4

**Telephone:**

(450) 449-4900 or 1 (888) 442-1217  
Ask to speak to the Complaints Officer

**E-mail:**

[privacyandcomplaintsofficer@breakfastclubcanada.org](mailto:privacyandcomplaintsofficer@breakfastclubcanada.org)

**Procedures**

- i. The donor request will be forwarded to the Complaints Officer immediately upon receipt
- ii. The request by the donor will be actioned within three (3) to five (5) business days
- iii. An acknowledgement of the correspondence and confirmation of the action(s) taken will be provided to the donor or prospective donor within five (5) business days of receipt

Effective January 1, 2019