Thistle House Care Farm — Privacy Statement

Nov 16, 2026

Who we are

Thistle House Care Farm is a non-profit organization in Brant County, Ontario. We are building care farm day programs that bring people outdoors to garden, work with animals, and connect with others. Planned programs include a day program for seniors living with dementia, youth mental health and wellness days, school days, and community days.

This statement explains how we collect, use, protect, and share personal information you give us, especially through our online program interest surveys. It applies to Thistle House Care Farm. The market stand run by Thistle House Farm is a separate business and is not covered here.

We care about your privacy. We collect only what we need, use it only for the reasons we tell you, and never sell it.

Information we collect

Our program interest surveys ask only for what we need to plan programs and contact you. Most questions are optional, and you can skip any question you are not comfortable answering.

Type of information	Examples
Contact details	Name, email, phone number, town or postal code
Your role	Senior, family caregiver, parent or guardian, youth, care home or school staff
Program interest	Which programs interest you, preferred days, transportation needs
Participant information	Age range, mobility or accessibility needs, general stage of memory loss, general wellness goals
Care and safety needs	Dietary needs, allergies, supervision or support needed on site
Emergency or alternate contact	Name and phone of a caregiver or substitute decision-maker, if you choose to share it

Some of this is personal health information, such as a dementia diagnosis or mental health needs. We treat it as sensitive. **We do not need detailed medical records at the interest stage, so please do not include them.** If you join a program later, we will ask for any additional information through a separate registration process.

Why we collect it

We use survey information to:

- Add you to the wait list for the program you are interested in
- Contact you about program dates, openings, and registration
- Understand community needs so we can design safe, suitable programs
- Plan staffing, accessibility, transportation, and activities
- Support funding and grant applications, using **only combined, anonymous numbers** (for example, "40 families expressed interest in a dementia day program")

We will not use your information for any other purpose without asking you first.

Your consent

By submitting a survey, you agree that we may collect and use your information as described in this statement. Completing the survey is voluntary, and you can withdraw your consent at any time (see Your choices and rights).

Completing a survey for someone else. Many caregivers complete the survey on behalf of a parent, spouse, or client living with dementia. If you do, please share only what is needed, and only if you have that person's permission or are their substitute decision-maker, such as a Power of Attorney for Personal Care. Where possible, involve the person in the decision.

Youth programs. If the youth is under 16, a parent or legal guardian must complete the survey or give consent. Youth 16 - 17 may complete it themselves, and we encourage them to talk with a trusted adult. We collect only general wellness goals for youth programs. Please do not share details of a mental health diagnosis or treatment in the survey.

This survey is not a crisis service. We do not monitor survey responses in real time. If you or someone you care for needs urgent help, call 911 or a local crisis line.

How we use and share information

Only the Thistle House Care Farm staff and volunteers who plan and run programs can see survey responses. Board members see only combined, anonymous summaries unless they need specific details to do their role.

We do **not** sell, rent, or trade your information. We do **not** share it with sponsors, funders, donors, or partner organizations. Funders and sponsors receive only anonymous totals.

We share personal information only:

- With service providers that help us operate, such as our survey and email platforms, who must protect it and may not use it for their own purposes
- With a care home, school, or agency only if you ask us to, or give us permission
- Where required or permitted by law, or to prevent serious harm to someone

How we protect it

Our surveys are hosted on [survey platform name], which stores responses on servers in [Canada / the United States]. If information is stored outside Canada, it may be subject to the laws of that country.

We protect your information by:

- Limiting access to the few people who need it, using password-protected accounts with two-step sign-in
- Keeping survey data in organization accounts, not personal email or personal devices
- Not printing survey responses unless needed, and storing any paper copies in a locked location
- Asking staff and volunteers who see personal information to sign a confidentiality agreement

No online system is completely secure. If a privacy breach puts you at risk, we will tell you as soon as we reasonably can.

How long we keep it

We keep survey responses while you are on a program wait list, and for no more than [24 months] after your last contact with us. If you register for a program, your information

moves to a separate participant file with its own retention period. When we no longer need your information, we securely delete it. We may keep anonymous totals indefinitely.

Your choices and rights

At any time, you can ask us to:

- Show you the information we hold about you or the person you completed the survey for
- Correct anything that is wrong or out of date
- Remove you from a wait list or mailing list
- Withdraw your consent and delete your survey response

Contact our Privacy Lead (below) to make a request. We will respond within 30 days. Withdrawing consent will not affect your ability to take part in programs later.

If you are not satisfied with how we handle your concern, you may contact the Information and Privacy Commissioner of Ontario or the Office of the Privacy Commissioner of Canada.

Website, newsletter, and social media

Website. Our website may use basic cookies and analytics to count visits and improve the site. This data does not identify you personally. Wix.com is our website host and it will automatically save survey responses and notify us through email to our ThistleHouseCareFarm@gmail.com address.

Newsletter. Joining a program wait list does not sign you up for our Care Farm Journey newsletter. We send the newsletter only if you check the box to opt in, and every issue has an unsubscribe link.

Photos and stories. We will never post photos, names, or stories of program participants without written consent from the participant or their substitute decision-maker, or a parent or guardian for youth through our Visit the Farm Waiver.

Social media. If you contact us through @ThistleHouseFarm, that platform's own privacy policy also applies. Please do not share health details in public comments or direct messages.

Contact us

Our Privacy Lead is responsible for how we handle personal information. For questions, requests, or concerns, contact:

Privacy Lead, Thistle House Care Farm
Keri McCallum, Founder
Email: thistlehousecarefarm@gmail.com
Phone: 226-400-4177
Mail: 4 Campbell Drive, Mount Pleasant, Ontario N0E 1K0

Changes to this statement

We may update this statement as our programs grow. We will post the updated version on this page with a new effective date. If we make a significant change to how we use survey information, we will tell people on our wait lists before it takes effect.

Effective date: November 16th, 2026