



Personal Information Protection Policy

At BCSSA, we are committed to providing our members with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our members, protecting their personal information is one of our highest priorities.

While we have always respected our member's privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's *Personal Information Protection Act (PIPA)*. PIPA, which came into effect on January 1, 2004 sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

While we inform our members of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' personal information and allowing our members to request access to, and correction of, their personal information.

SCOPE OF THIS POLICY

This Personal Information Protection Policy applies to BCSSA and its member Clubs. This policy also applies to any service providers collecting, using or disclosing personal information on behalf of BCSSA.

DEFINITIONS

Personal Information – means information about an identifiable individual (i.e. including name, age, home address and phone number, social insurance number, marital status, medical information, education, employment information). Personal information does not include contact information (described below).

Contact Information – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or fax number. Contact information is not covered by this policy or PIPA.

Privacy Officer – means the individual designated responsibility for ensuring that BCSSA complies with this policy and PIPA.

POLICY 1.1 – COLLECTING PERSONAL INFORMATION

- A. Unless the purposes for collecting personal information are obvious and the member voluntarily provides his or her personal information for that purpose, we will communicate the purpose for which personal information is being collected, either orally or in writing, before or at the time of collection.
- B. We will only collect member information that is necessary to fulfill the following purposes:
- To verify identity; we may collect name, home address, home phone number and birth date;
 - To enrol the member in a program;
 - To send out association membership information;
 - To contact our members with fundraising information;
 - To ensure a high standard of service to our members;
 - To meet regulatory requirements.

POLICY 1.2 – CONSENT

- A. We will obtain member consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).
- B. Consent can be provided orally, in writing, electronically, or through an authorized representative or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the member voluntarily provides personal information for that purpose.
- C. Consent may also be implied where a member is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mail-outs, or fundraising and the member does not opt-out.
- D. Subject to certain exceptions (i.e. the personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), members can withhold or withdraw their consent for BCSSA to use their personal information in certain ways. A member's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the situation to assist the member in making the decision.
- E. We may collect, use or disclose personal information without the member's knowledge or consent in the following limited circumstances:
- When the collection, use or disclosure of personal information is permitted or required by law;
 - In an emergency that threatens an individual's life, health or personal security;
 - When the personal information is available from a public source
 - When we require legal advice from a lawyer;
 - To investigate an anticipated breach of an agreement or a contravention of law.

POLICY 1.3 – USING AND DISCLOSING PERSONAL INFORMATION

- A. We will only use or disclose member personal information where necessary to fulfill the purposes identified at the time of collection or for a purpose reasonably related to those purposes such as:
- To conduct member surveys in order to enhance the provision of our services;
 - To contact our members directly about products or services that may be of interest.
- B. We will not use or disclose member personal information for any additional purpose unless we obtain consent to do so.
- C. We will not sell member lists or personal information to other parties.

POLICY 1.4 – RETAINING PERSONAL INFORMATION

- A. If we use member personal information to make a decision that directly affects the member, we will retain that person information for at least one year so that the member has a reasonable opportunity to request to access it.
- B. Subject to policy 6.4.1, we will retain member personal information only as long as necessary to fulfill the identified purpose or a legal or business purpose.

POLICY 1.5 – ENSURING ACCURACY OF PERSONAL INFORMATION

- A. We will make reasonable efforts to ensure that member personal information is accurate and complete where it may be used to make a decision about the member or disclosed to another organization.
- B. Members may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing to provide sufficient detail to identify the personal information and the correction being sought. A request to correct personal information should be forwarded to the Privacy Officer via the BCSSA Provincial Office.
- C. If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send out the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the members' correction request in the file.

POLICY 1.6 – SECURING PERSONAL INFORMATION

- A. We are committed to ensuring security of member personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- B. The following security measures will be followed to ensure that member personal information is appropriately protected:
 - The use of locked filing cabinets;
 - Physically securing offices where personal information is held;
 - The use of user IDs. Passwords, encryption, firewalls on personal and business computers;
 - Restricting employee access to personal information as appropriate (i.e. only those that need to have access will have access)
- C. We will use appropriate security measures when destroying member's personal information such as shredding or burning documents and deleting electronically stored information.
- D. We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

POLICY 1.7 – PROVIDING MEMBERS ACCESS TO PERSONAL INFORMATION

- A. Members have a right to access their personal information, subject to limited exceptions.

Some examples include: solicitor-client privilege. Disclosure would reveal person information about another individual, health or safety concerns.
- B. A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought. A request to access personal information should be forwarded to the Privacy Officer via the BCSSA Provincial Office.
- C. Upon request, we will also tell members how we use their personal information and to whom it has been disclosed if applicable.
- D. We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.
- E. A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the member of the cost and request further direction from the member on whether or not we should proceed with the request.
- F. If a request is refused in full or in part, we will notify the member in writing, providing the reasons for refusal and recourse available to the member.

POLICY 1.8 – QUESTIONS AND COMPLAINTS: THE ROLE OF THE PRIVACY OFFICER

- A. The Privacy Officer or designated individual is responsible for ensuring BCSSA's compliance with this policy and Personal Information Protection Act.
- B. Members should direct any complaints, concerns or questions regarding BCSSA's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the member may also write to the Information and Privacy Commissioner of British Columbia.

Contact Information for BCSSA's Privacy Officer or designated individual:

[Individual's Club President]

*BCSSA Privacy Officer
c/o BCSSA Provincial Office
205 – 2323 Boundary Road,
Vancouver, BC, V5M 4V8*

*Tel: 604-473-9447
Fax: 604-473-9660*