

PRIVACY (PIPA) POLICIES AND PROCEDURES

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1 BACKGROUND

The Synchronized Swimming Association of British Columbia, dba Synchro BC, is the governing body for synchronized swimming in British Columbia, and oversees development of the sport, competitions and performance athlete development. It is also responsible for the development of synchronized swimming coaches and officials in the province. Synchro BC is a member of Synchro Canada.

On January 1, 2004, the BC Personal Information Protection Act (PIPA) came into effect. This is the provincial legislation that parallels the federal *Freedom of Information and Protection of Privacy Act* (FIPPA) and applies to most private and no-profit organizations in BC, including Synchro BC and its member clubs.

“The *Personal Information Protection Act* (“PIPA”) regulates the information and privacy practices of corporations, not-for-profits, charities, trade unions, credit unions, and other private sector organizations that collect, use, or disclose personal information”.

PIPA describes how most private sector organizations (including non-profits) must handle the *personal information* of its employees and the public (including members) and creates common sense rules about collecting, using and disclosing that *personal information*. PIPA intends to balance the following two principles:

- a) An individual’s right to protect his or her *personal information*, and
- b) An organization’s need to collect, use or disclose *personal information* for reasonable purposes (*section 2 of PIPA*).

PIPA also gives individuals the right to access the *personal information* an organization has about them and ask for their *personal information* to be corrected if they think it is incorrect or incomplete. *Personal information* means information that can identify an individual. PIPA allows *personal information* to be collected, used or disclosed for reasonable purposes (*section 4(2)*). Under PIPA, reasonable means what a reasonable person would think is appropriate in the situation. What is reasonable will depend on factors such as the kind or amount of *personal information* that is collected, how the information is used and where or to whom the information is disclosed (*Order P05-01*).

Synchro BC does collect a limited amount of personal information from members in order to carry out its responsibility as a provincial sport organization, and effectively service the membership. Synchro BC also respects the privacy and personal information of members, and appoints both a Privacy Officer and a Privacy Committee (Committee of the Board) to ensure compliance with these policies.

2 ACCOUNTABILITY

Synchro BC is responsible for all personal information under its control, as well as the policies and procedures used to handle the information, and to ensure compliance with the provincial privacy legislation in force. For more information on the policies and procedures, contact the Privacy Officer (see 12).

3 PURPOSE FOR COLLECTION OF INFORMATION

Personal information is collected from members:

- a) To verify identity
- b) To deliver requested products and services
- c) To guarantee a travel or hotel reservation
- d) To enroll the member in a program, register with CASSA and viaSport
- e) To send out association membership information
- f) To contact our members for fundraising
- g) To ensure a high standard of service to our members
- h) To meet regulatory requirements
- i) To collect and process fee payments

Primary information collection will take place at the time of registration

- a) Membership category
- b) Demographic information such as:
 - i. Name
 - ii. Age or date of birth
 - iii. Gender
 - iv. Address – residence or alternate address
 - v. Phone number(s) – mobile, home, business
 - vi. Email address
 - vii. Club affiliation
 - viii. Certification
- c) Citizenship or Landed Immigrant status (date or current application progress)

Additional information collected from some members is based on the type of program, activity or volunteer position in which they are involved. Additional information may include:

- a) Role (e.g. Coach, Athlete, Club Executive, Volunteer, Official, Parent/Guardian etc.)
- b) Certification or Level
- c) Synchro BC Committee or Board of Directors positions
- d) Emergency or Medical information

- e) Results from events in which a member has taken part
- f) Criminal Records Check reports
- g) BC Driver's License, Care Card and/or Social Insurance number
- h) Apparel size
- i) Information arising out of a disciplinary hearing held as a result of the contravention of the Synchro BC Codes of Conduct or any of the Synchro BC policies.

Limited personal information may also be collected from out of province or international event registrants to enable classification for age groups, levels of competition and / or categorization for results.

Members will be notified if their personal information is to be used for purposes other than those listed here. In the normal course of business, the information may be viewed by staff, provincial team or event volunteers.

4 CONSENT

Member consent to collect, use or disclose personal information will be obtained except where, as noted below, Synchro BC is authorized to do so without consent.

Consent can be provided in writing, electronically, 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. 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 electronic distribution of information, mail, the marketing of new services or products, fundraising and the member does not opt-out.

Subject to certain exceptions (e.g., 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 Synchro BC to use their personal information in certain ways. If a member's decision to withhold or withdraw consent to certain uses of personal information may restrict Synchro BC's ability to provide a particular service or product, the situation will be explained and the member may choose to miss their opportunity to receive that service, product or program.

Synchro BC may collect, use or disclose personal information without the member's knowledge or consent in the following limited circumstances:

- a) When the collection, use or disclosure of personal information is permitted or required by law;
- b) In an emergency that threatens an individual's life, health, or personal security
- c) When the personal information is available from a public source
- d) When we require legal advice from a lawyer
- e) For the purposes of collecting a debt
- f) To protect ourselves from fraud
- g) To investigate an anticipated breach of an agreement or a contravention of law

A full listing of such circumstances can be found in sections 12, 15, and 18 of PIPA

5 LIMITING COLLECTION

Personal information collected on members is limited to the purposes as identified. Additional information or disclosure would require notification to the member(s).

6 LIMITING USE, DISCLOSURE AND RETENTION

Personal information will not be used, disclosed or retained for purposes other than those identified above and will only be retained for as long as necessary to fulfill those purposes or as required by law. When it is no longer required, all personal information would be destroyed in a manner that recognizes the sensitivity of the information.

7 ACCURACY

Members are strongly encouraged to keep their records up to date to ensure accuracy of the information, and advise the office immediately about any changes. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought.

8 SAFEGUARDS

Synchro BC takes reasonable steps appropriate to the sensitivity of the information to ensure that the personal information under its control will be protected from unauthorized use and disclosure. Suitable security measures will be taken when destroying member's personal information which may include shredding documents and /or permanently deleting electronically stored information.

These measures will be reviewed and updated regularly as technology changes to ensure ongoing personal information security.

9 TRANSPARENCY

The Synchro BC policies are available through the website or in print. Members are encouraged to direct any questions to the Privacy Officer (see 12).

10 INDIVIDUAL ACCESS

An individual can request to view their personal information held by Synchro BC by contacting the privacy officer (see 12) in writing and providing sufficient detail to identify the personal information being sought. A member or staff can challenge the accuracy and completeness of the information and have it amended as soon as possible.

11 CHALLENGE REGARDING COMPLIANCE

A member may submit a complaint regarding Synchro BC's compliance with PIPA through the Privacy Officer (see 12). All complaints will be investigated by the Privacy Officer (see 13). The Privacy Officer will also seek the council of the Privacy Committee to determine validity and make recommendations for correction. In the event the complainant remains dissatisfied, a formal complaint can be made to the Provincial Information and Privacy Commissioner.

12 PRIVACY OFFICER AND CONTACT INFORMATION

Annie Smith
Executive Director, Synchro BC
#2002C - 3713 Kensington Avenue, Burnaby, BC, V5B 0A7
604-333-3640 / ed@synchro.bc.ca

13 COMPLAINT PROCEDURE

PIPA requires that every organization dealing with personal information have a complaint handling process. The Synchro BC process is noted below:

- a) The individual responsible for receiving complaints is the Synchro BC Privacy Officer
- b) All complaints will be investigated by the Privacy Officer and the Privacy Committee
- c) Any complaint will be investigated within 30 days of its receipt or provide written notice of an extension where additional time is required to fulfill the request
- d) The validity of a complaint will be determined by the Privacy Officer, in consultation with the Privacy Committee
- e) Any recommendation for corrective action is determined by the Privacy Officer and the Privacy Committee
- f) The corrective action is implemented by the Privacy Officer and staff.
- g) The decision about the validity of the complaint, and, if valid, the corrective action taken is reported to the Complainant, the Board of Directors and Synchro BC staff and Contractors affected by the decision
- h) If a complaint is not upheld in full or in part nor any corrective action deemed necessary, the Privacy Officer will notify the member in writing, and provide the reasons for refusal and the recourse available to the member

14 RESOURCES

- The Personal Information Protection Act <https://www.oipc.bc.ca/for-private-organizations.aspx>
- A Guide to B.C.'s Personal Information Protection Act for Businesses and Organizations, April 2012 <https://www.oipc.bc.ca/guidance-documents/1438>

Access to this Policy will be provided to all members. By using these policies, all parties agree that they will not commence any action, legal or otherwise, against Synchro BC.

Date created October 6, 2015	Review date	Date approved October 13, 2015
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