



## PRIVACY POLICY

### Article 1 General

- 1.1 Background - Privacy of Personal Information is governed by the *Personal Information Protection and Electronic Documents Act* ("PIPEDA"). This policy describes the way that AthletesCAN collects, uses, safeguards, discloses and disposes of personal information, and states AthletesCAN's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA and AthletesCAN's interpretation of these responsibilities.
- 1.2 Purpose –The purpose of this policy is to govern the collection, use and disclosure of Personal Information in the course of commercial activities in a manner that recognizes the right to privacy of individuals with respect to their personal information and the need of AthletesCAN to collect, use or disclose personal information.
- 1.3 Definitions – The following terms have these meanings in this Policy:
  - a) *Act* – Personal Information Protection and Electronic Documents Act.
  - b) *Commercial Activity* – Any particular transaction, act or conduct that is of a commercial character.
  - c) *IP Address* - A numerical label that is assigned to electronic devices participating in a computer network that uses internet protocol for communication between devices.
  - d) *Personal Information* – Any information about an identifiable individual including information that relates to their personal characteristics including, but not limited to, gender, age, income, home address or phone number, ethnic background, family status, health history and health conditions.
  - e) *Policy* – This AthletesCAN Privacy Policy.
  - f) *Representatives* – AthletesCAN's members, directors, officers, committee members, employees, volunteers, administrators, contractors and participants within AthletesCAN.
- 1.4 Application –This Policy applies to Representatives in connection with their personal information that is collected, used or disclosed during any commercial activity related to AthletesCAN.
- 1.5 Statutory Obligations – AthletesCAN is governed by the *Act* in matters involving the collection, use and disclosure of personal information.
- 1.6 Additional Obligations – In addition to fulfilling all requirements of the *Act*, Representatives will also fulfill the additional requirements of this Policy during any commercial activity related to AthletesCAN. Representatives will **not**:
  - a) Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;
  - b) Knowingly place themselves in a position where they are under obligation to any organization to disclose personal information;
  - c) In the performance of their official duties, disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
  - d) Derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with AthletesCAN; and

- e) Accept any gift or favor that could be construed as being given in anticipation of, or in recognition for, the disclosure of personal information.

1.7 Ruling on Policy – Except as provided in the *Act*, the Board of Directors of AthletesCAN will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

## **Article 2 Accountability**

2.1 Privacy Officer –The Privacy Officer is responsible for the implementation of this Policy and monitoring information collection and data security, and ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address:

Suite 301 - 1376 Bank Street,  
Ottawa, ON,  
K1H 7Y3  
Ph: (613) 526-4025 Toll Free: 1-888-832-4222  
Fax: (613) 526-9735

2.2 Duties – The Privacy Officer shall:

- a) Implement procedures to protect personal information;
- b) Establish procedures to receive and respond to complaints and inquiries;
- c) Record all persons having access to personal information;
- d) Ensure any third party providers abide by this policy; and
- e) Train and communicate to staff information about AthletesCAN privacy policies and practices.

2.3 Employees – AthletesCAN shall be responsible to ensure that the employees, contractors, agents, or otherwise of AthletesCAN are compliant with the *Act* and this Policy.

## **Article 3 Identifying Purposes**

3.1 Purpose – Personal information may be collected from Representatives and prospective Representatives for purposes that include, but are not limited to, the following:

- a) Receiving communications from AthletesCAN in regards to E-news, e-mails, bulletins, donation requests, invoices, notifications, merchandise sales, newsletters, programs, events and activities.
- b) Determination of eligibility, age group and appropriate level of competition.
- c) Implementation of the AthletesCAN screening program.
- d) Promotion and sale of merchandise.
- e) Medical emergency.
- f) Athlete registration, outfitting uniforms, monitoring eligibility, arranging travel and various components of athlete and team selection.
- g) Competition registration.
- h) Implementation of anti-doping policies and drug testing.
- i) Technical monitoring, educational purposes, media publications, and sport promotion.
- j) Purchasing equipment, manuals, resources and other products.
- k) Publishing articles, media relations and posting on the AthletesCAN website, displays or posters.
- l) Determination of membership demographics and program wants and needs.
- m) Managing payroll, health benefits, insurance claims and insurance investigations.
- n) Posting images, likeness or other identifiable attributes to promote AthletesCAN on its website, displays or posters.

3.2 Purposes not Identified – AthletesCAN shall seek consent from individuals when personal information is used for commercial purpose not previously identified. This consent will be documented as to when and how it was received.

#### **Article 4 Consent**

4.1 Consent – AthletesCAN shall obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of this information. AthletesCAN may collect personal information without consent where reasonable to do so and where permitted by law.

4.2 Implied Consent – By providing personal information to AthletesCAN, individuals are consenting to the use of the information for the purposes identified in this policy.

4.3 Withdrawal – An individual may declare to the Privacy Officer in writing to withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions. AthletesCAN will inform the individual of the implications of such withdrawal.

4.4 Legal Guardians – Consent shall not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore shall be obtained from a parent, legal guardian or person having power of attorney of such an individual.

4.5 Exceptions for Collection – AthletesCAN is not required to obtain consent for the collection of personal information if:

- a) It is clearly in the individual's interests and consent is not available in a timely way;
- b) Knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial law;
- c) The information is for journalistic, artistic or literary purposes; or
- d) The information is publicly available as specified in the *Act*.

4.6 Exceptions for Use – AthletesCAN may use personal information without the individual's knowledge or consent only:

- a) If AthletesCAN has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law and the information is used for that investigation;
- b) For an emergency that threatens an individual's life, health or security;
- c) For statistical or scholarly study or research;
- d) If it is publicly available as specified in the *Act*;
- e) If the use is clearly in the individual's interest and consent is not available in a timely way; or
- f) If knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.

4.7 Exceptions for Disclosure – AthletesCAN may disclose personal information without the individual's knowledge or consent only:

- a) To a lawyer representing AthletesCAN;
- b) To collect a debt the individual owes to AthletesCAN;
- c) To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- d) To a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or

- that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
- e) To an investigative body named in the *Act* or government institution on AthletesCAN's initiative when AthletesCAN believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
  - f) To an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
  - g) In an emergency threatening an individual's life, health, or security (AthletesCAN must inform the individual of the disclosure);
  - h) For statistical, scholarly study or research;
  - i) To an archival institution;
  - j) 20 years after the individual's death or 100 years after the record was created;
  - k) If it is publicly available as specified in the regulations; or
  - l) If otherwise required by law.

## **Article 5 Limiting Collection, Use, Disclosure and Retention**

- 5.1 Limiting Collection, Use and Disclosure – AthletesCAN shall not collect, use or disclose personal information indiscriminately. Information collected will be for the purposes specified in Article 3.1, except with the consent of the individual or as required by law.
- 5.2 Retention Periods – Personal information shall be retained as long as reasonably necessary to enable participation in AthletesCAN, to maintain accurate historical records and or as may be required by law.
- 5.3 Destruction of Information - Documents shall be destroyed by way of shredding and electronic files will be deleted in their entirety.

## **Article 6 Safeguards**

- 6.1 Safeguards – Personal information shall be protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.
- 6.2 Employees – Employees will be made aware of the importance of maintaining personal information confidential and may be required to sign confidentiality agreements.

## **Article 7 Individual Access**

- 7.1 Access - Upon written request, and with assistance from AthletesCAN, an individual may be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
- 7.2 Response - Requested information shall be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
- 7.3 Denial - An individual may be denied access to his or her personal information if:
- a) This information is prohibitively costly to provide;
  - b) The information contains references to other individuals;
  - c) The information cannot be disclosed for legal, security or commercial proprietary purposes;
  - d) The information is subject to solicitor-client or privilege.

7.4 Reasons - Upon refusal, AthletesCAN shall inform the individual of the reasons for the refusal and the associated provisions of the Act.

7.5 Identity – Sufficient information shall be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

## **Article 8 Challenging Compliance**

8.1 Challenges – An individual shall be able to challenge compliance with this Policy and the Act to the designated individual accountable for compliance.

8.2 Procedures – Upon receipt of a complaint AthletesCAN shall:

- a) Record the date the complaint is received;
- b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
- c) Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) days of receipt of the complaint;
- d) Appoint an investigator using AthletesCAN personnel or an independent investigator, who shall have the skills necessary to conduct a fair and impartial investigation and shall have unfettered access to all relevant file and personnel, within ten (10) days of receipt of the complaint.
- e) Upon completion of the investigation and within twenty-five (25) days of receipt of the complaint, the investigator will submit a written report to AthletesCAN.
- f) Notify the complainant to the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within thirty (30) days of receipt of the complaint.

8.3 Whistle-blowing – AthletesCAN shall not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any director, officer, employee, committee member, volunteer, trainer, contractor, and other decision-maker within AthletesCAN or deny that person a benefit because the individual, acting in good faith and on the basis of reasonable belief:

- a) Disclosed to the commissioner that AthletesCAN has contravened or is about to contravene the Act;
- b) Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene the Act; or
- c) Has refused to do or stated an intention of refusing to do anything that is in contravention of the Act.

## **Article 9 Copyright and Legal Disclaimer**

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AthletesCAN is not responsible for privacy practices employed by other companies or websites.

**Article 10    Applicable Law**

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