

POLICIES AND PROCEDURES

Title: Privacy and Personal Information

Policy Number: PIPA-2016

Effective Date October 1, 2014

Supercedes:

Date Approved by Board: Oct 2017

Pillar:

POLICY STATEMENT

Tennis BC is committed to respecting the privacy of our members and clients.

APPLICATION

The principles and requirements set out in this policy apply to the collection, use and disclosure of personal information by Tennis BC. Members of Tennis BC, as separate legal entities, are required to enact their own privacy policies applicable to their specific organizations.

If you are a Tennis BC member or client, Tennis BC has some basic information about you. We understand that some of this information is private, which is why we collect personal information only for the following purposes:

- 1 To understand your needs and preferences.** We maintain a record of the services you receive from us, and we may ask for additional information so that we can serve you better.
- 2 To manage and develop our operations.** For example, we analyze member usage of our services to help us manage them efficiently and plan for future growth.
- 3 To meet legal and regulatory requirements.**

1. DISCLOSURE OF PERSONAL INFORMATION

- a. There are a variety of circumstances where we may need to disclose some personal information about our members or clients. Here are some examples:
 - i. We may disclose a member's personal information to a person who, in the reasonable judgment of Tennis BC, is seeking the information as an agent of the member.
 - ii. We may disclose a member's personal information to a public authority or agent of a public authority, if in the reasonable judgment of Tennis BC, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information. If a member calls 911, we will provide the member's name, address and telephone number to the emergency agency.

2. PROTECTION OF PERSONAL INFORMATION

- a. In order to protect your personal information and your right to privacy, Tennis BC:
 - i. will not collect, use or disclose personal information for any purpose other than those identified above, except with your consent;
 - ii. will protect your personal information with appropriate security safeguards;
 - iii. will protect the confidentiality of your personal information when dealing with other organizations
 - iv. will strive to keep your personal information as accurate and up-to-date as is necessary for the purposes identified above; and
 - v. will honour any request you may make for access to your personal information.

3. CHOICES

- a. We would like to have your consent to continue to collect, use and disclose your personal information for the purposes identified above. However, you do have choices and can refuse or withdraw your consent as follows:
- b. You may have your name removed from our telephone, mail or e-mail lists. We use these lists to inform you of relevant services and other information that may be of benefit to you.
- c. You may refuse to provide personal information to us. You may also withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. However, in either case, this may limit our ability to serve you.

4. PRIVACY POLICY STATEMENT

- a. Tennis BC will collect, use and disclose the personal information of members, staff members, volunteers and other individuals in a manner that protects such information, and will abide by the principles and requirements as specified in the Personal Information Protection Act (PIPA).
- b. "Personal information" is considered to be any information that may identify an individual.
- c. PIPA identifies certain exceptions to the general principles in the application of the Act.

5. COMPLAINTS

- a. If any member, staff member, volunteer or other individual believes he or she has a possible complaint regarding the collection, use or disclosure of his or her personal information by Tennis BC, such complaint shall be in writing and submitted to the Privacy Officer.
- b. All complaints received shall be investigated and the outcome documented. The Privacy Officer shall manage the investigation process, delegating where appropriate. To ensure all relevant information is obtained in order to make a determination concerning a complaint, the Privacy Officer shall have access to all relevant Tennis BC records pertaining to the circumstances of the complaint.
- c. If an investigation reveals any inaccurate personal information, or any practices not in keeping with legislated requirements or this Tennis BC Privacy Policy, such instances shall be remedied by Tennis BC as promptly as reasonably possible.

- d. All complaints will be dealt with thoroughly, and the Privacy Officer or delegate will provide an appropriate decision and written response within reasonable time frames. Such response shall outline the review process undertaken, changes (if any) to data handling practices or corrections to personal information made as a result of the complaint, as well as information for possible appeal of the Tennis BC decision to the Information and Privacy Commissioner of BC.

6. **PRIVACY OFFICER**

- a. The Privacy Officer of Tennis BC shall be accountable for ensuring that the collection and use of personal information complies with the Privacy Policy of Tennis BC as well as any appropriate legislated requirements. The Privacy Officer shall address any actual or potential breaches of this Privacy Policy, or any complaints received from individuals from whom personal information has been collected.

Tennis BC Privacy Officer

Contact Executive Director, Tennis BC 204-210 West Broadway, Vancouver, V5Y 3W2

Email: mroberts@tennisbc.org

If you have any questions or concerns about our privacy practices, please call at 604-737-3086