

# KRA Records Retention and Email Use Policy

**Status:** Operating  
**Adopted:** April 7, 2026  
**Last Amended:** April 24, 2026

## 1. Introduction

1.1 This policy is adopted by the Kelowna Ringette Association (KRA) Executive under the authority of the KRA Bylaws. Questions about this policy may be referred to [admin@kelownaringette.com](mailto:admin@kelownaringette.com). The term "Executive" refers to the governing body of the Kelowna Ringette Association, as defined in the KRA Bylaws. This group is often referred to informally as the "board."

1.2 The purpose of this policy is to ensure the security and confidentiality of KRA, its volunteers, and its members in the handling of **Records** and official email communications. This policy supports responsible information management and compliance with applicable legal requirements.

1.3 This policy governs the retention, storage, disposal, and authorized use of Records and official email communications by KRA Executive, committees, and administrative officers. Specific retention periods are maintained separately in the [KRA Records Retention Schedule](#), which is published alongside this policy and updated by the Executive as required.

1.4 This policy applies to all KRA Executive members, KRA administrative staff, and any individual who has been assigned an **Official KRA Email Address** or granted access to Records.

1.5 This policy does not apply to coaches, bench staff, or volunteers acting in their KRA roles using personal email accounts or communication channels.

## 2. Definitions

2.1 **Record:** any document, correspondence, email, audio/video file, or data stored by KRA related to its governance, operations, finance, discipline, administration, or decision-making.

2.2 **Confidential Records:** records containing personal, sensitive, or complaint-related information requiring restricted access. This classification may apply to both Society Records and Operational Records (eg: in-camera minutes, [Formal Complaint](#) files, disciplinary investigations).

2.3 **Society Records:** the specific records that KRA is required to maintain under the *BC Societies Act* s. 20(1), including: minutes of general meetings and directors' meetings; the registers of members and directors; financial statements and related auditor reports; the constitution, bylaws, and any amendments; and any other records required by statute or regulation.

2.4 **Operational Records:** records created or received in the course of KRA business, that are not Society Records. Operational Records include:

2.4.1 **Administrative Records:** routine emails, schedules, and communications used for day-to-day operations (eg: practice planning, event coordination, ice time booking confirmations, or volunteer scheduling).

2.4.2 **Decision Records:** records used to make or document substantive decisions about a player, team, coach, policy, or organizational matter (eg: player movement, team selection, complaints, or investigations). Decision Records that include personal, evaluative, or sensitive information must be treated as **Confidential Records**.

2.5 **Official KRA Email Address:** an email address that ends with @kelownaringette.com and uses the email service provided by KRA for conducting official business.

2.6 **Records Retention Schedule:** the prescribed period during which a record must be retained before being eligible for disposal, as documented in the KRA Records Retention Schedule companion document.

## 3. Email Use

3.1 All official KRA business must be conducted using an Official KRA Email Address and associated services provided by KRA. Use of private or third-party addresses for official business is prohibited.

3.2 Forwarding or auto-redirecting messages from an Official KRA Email Address to a personal email account is not permitted. Such forwarding compromises confidentiality, security, and record retention.

## 4. Storage, Access, and Security

4.1 All Records, whether physical or digital, must be stored in a designated secure repository under KRA control that allows for administrative handover when individuals transition into or out of their roles.

4.2 **Society Records** must be maintained in compliance with the *BC Societies Act* and remain accessible to the Executive, members, and (where applicable) the public, as required by law.

4.3 **Operational Records** must be accessed only by individuals who need them to perform official duties (need-to-know).

4.4 **Confidential Records** require restricted access and must be stored in secure, limited-access locations following the principle of least privilege to enforce need-to-know.

4.5 Access to Records must be limited to those with a legitimate need (eg: Executive, committee members, or designated staff).

4.6 Unauthorized deletion, alteration, or removal of Records is a breach of policy and subject to sanctions.

4.7 Reasonable security measures (eg: password protection, sharing permissions) must be used to prevent unauthorized access, disclosure, or loss of Records.

## 5. Retention and Disposal

5.1 Records must be maintained for at least the durations specified in the KRA **Records Retention Schedule**.

5.2 Records related to an ongoing audit, investigation, legal matter, or complaint must be retained in accordance with the timelines specified in the KRA Records Retention Schedule.

5.3 Once a Record's retention period has expired and it is not subject to litigation, audit, or active complaint, it may be securely destroyed (eg: shredding, secure deletion).

5.4 Destruction of Records prior to the expiry of their retention period is prohibited unless specifically authorized by the Executive.

5.5 When Records are destroyed, reasonable care must be taken to ensure no personal, financial, or confidential information is recoverable.

## 6. Records Retention Schedule

6.1 The Executive is responsible for maintaining an up-to-date Records Retention Schedule that specifies how long different types of records must be retained and how they are to be disposed of.

6.2 The Records Retention Schedule must be:

6.2.1 Published alongside this policy for transparency and member awareness; and

6.2.2 Reviewed and updated by Executive resolution as needed to reflect changes in law, governance practice, or operational requirements.

6.3 The Records Retention Schedule is an administrative companion document to this policy. It is not part of the formal policy and may be amended by Executive vote without requiring full policy adoption procedures under the KRA Bylaws.

## 7. Continuity and Transfer

7.1 Records relevant to ongoing business or held by outgoing volunteers must be transferred to their successors to ensure continuity.

7.2 No records may be deleted or removed during a transition period without approval from the Executive.

## 8. Record Confidentiality

8.1 Society Records that are member-accessible or public under the *BC Societies Act* may be shared through approved channels (eg: the KRA website or on request to the Executive).

8.2 Any disclosure of Confidential Records must be authorized by the Executive, unless required by law or necessary to protect the safety or rights of individuals.

8.3 All Record custodians must ensure that information shared externally excludes personal or sensitive data, unless disclosure is required by law.

8.4 Confidential Records must not be printed, downloaded, or shared outside official KRA systems unless approved by the Executive.

## 9. Enforcement

9.1 Unauthorized destruction, alteration, or sharing of Records, or failure to take reasonable care to protect records from loss, damage, or unauthorized access, is prohibited and may result in disciplinary action under the KRA Bylaws.

9.2 Sanctions for violations will be determined by the KRA Executive in accordance with the authority granted under the KRA Bylaws and may include disciplinary action up to and including removal from roles, suspension, or expulsion.

9.3 If misconduct under this policy affects compliance or the integrity of the Association's operations, the Executive may pass a resolution banning the individual from holding future roles within KRA and/or report the matter to Ringette BC for further review.

9.4 Willful or unauthorized destruction or alteration of KRA records may constitute a breach of fiduciary duty under the *BC Societies Act* and could expose the individual to personal liability for damages arising from such conduct.

## 10. Escalation

10.1 In the event of any inconsistency between this policy and the governing documents or directives of Ringette BC, Ringette Canada, applicable provincial legislation, or federal law, KRA shall comply with the higher governing authority and cooperate fully to ensure alignment and compliance.

# Revision History

<b>Date</b>	<b>Revision</b>
2025.10.05	Initial draft created.
2026.02.28	Draft revisions per Policy Review Committee to make intent clear and address the fact that this policy does not create disputes but needs to defer to other higher authorities. Moved escalation points into Enforcement because that's what they are.
2026.04.07	Policy approved as Interim Policy by KRA Executive.
2026.04.24	Policy approved as Operating Policy at KRA AGM.