



# PERSONAL INFORMATION PROTECTION POLICY

At Langford Minor Fastball Association, 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 and their children, 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 came into effect on January 1, 2004 and sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will 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.

## **Definitions**

**Member** - means members of the Langford Minor Fastball Association Not for Profit Society, and includes both players and parents.

**Personal Information** - means information about an identifiable individual, including name, age, home address, and phone number. 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 business fax number. Contact information is not covered by this policy or PIPA.

**Privacy Officer** - means the individual designated responsibility for ensuring that Langford Minor Fastball Association complies with this policy and PIPA.

## **Policy 1 - Collecting Personal Information**

- 1.1 Unless the purposes for collecting personal information are obvious and the member voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.
- 1.2 We will only collect member information that is necessary to fulfil the following purposes:
  - To deliver requested products and services;
  - To enrol the member in a program;
  - To send out association membership information;
  - To contact our members;
  - To ensure a high standard of service to our members;
  - To meet regulatory requirements, including those of Softball BC, Softball Canada and SVI Fastball

## **Policy 2 - Consent**

- 2.1 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).
- 2.2 Consent can be provided orally, 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.
- 2.3 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, the marketing of new services or products, fundraising and the member does not opt-out.
- 2.4 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 Name of organization to use their personal information in certain ways. A client's, customer's, 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.
- 2.5 We may collect personal information about an individual without consent or from a source other than the individual, if
  - (a) the collection is permitted or required by law;

- (b) the collection is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- (c) the collection is necessary for the medical treatment of the individual and the individual is unable to give consent;
- (d) the personal information is collected by observation at a performance, a sports meet or a similar event
  - (i) at which the individual voluntarily appears; and
  - (ii) that is open to the public;
- (e) the collection is necessary to determine the individual's suitability
  - (i) to receive an honour, award or similar benefit, including an honorary degree, scholarship or bursary, or
  - (ii) to be selected for an athletic or artistic purpose;
- (f) the personal information is available from a public source.

2.6 We may use personal information about an individual without the consent of the individual, if

- (a) the use is permitted or required by law;
- (b) the use is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- (c) the use is necessary for the medical treatment of the individual and the individual does not have the legal capacity to give consent;
- (d) the personal information is collected by observation at a performance, a sports meet or a similar event
  - (i) at which the individual voluntarily appears, and
  - (ii) that is open to the public;
- (e) the use is necessary to determine suitability
  - (i) to receive an honour, award or similar benefit, including an honorary degree, scholarship or bursary, or
  - (ii) to be selected for an athletic or artistic purpose;
- (f) the use is necessary to respond to an emergency that threatens the life, health or security of an individual;

(g) the personal information is available from a public source.

2.7 We may only disclose personal information about an individual without the consent of the individual, if

(a) the disclosure is permitted or required by law;

(b) the disclosure is clearly in the interests of the individual and consent cannot be obtained in a timely way;

(c) the disclosure is necessary for the medical treatment of the individual and the individual does not have the legal capacity to give consent;

(d) the personal information is collected by observation at a performance, a sports meet or a similar event

(i) at which the individual voluntarily appears, and

(ii) that is open to the public;

(e) the disclosure is necessary to determine suitability

(i) to receive an honour, award or similar benefit, including an honorary degree, scholarship or bursary, or

(ii) to be selected for an athletic or artistic purpose;

(f) the disclosure is for the purpose of complying with a subpoena, warrant or order issued or made by a court, person or body with jurisdiction to compel the production of personal information;

(g) the disclosure is to a public body or a law enforcement agency in Canada, concerning an offence under the laws of Canada or a province, to assist in an investigation, or in the making of a decision to undertake an investigation,

(i) to determine whether the offence has taken place, or

(ii) to prepare for the laying of a charge or the prosecution of the offence;

(h) there are reasonable grounds to believe that compelling circumstances exist that affect the health or safety of any individual and if notice of disclosure is mailed to the last known address of the individual to whom the personal information relates;

(i) the disclosure is for the purpose of contacting next of kin or a friend of an injured, ill or deceased individual;

(j) the disclosure is to a lawyer who is representing the organization;

- (f) the personal information is available from a public source.

### **Policy 3 - Using and Disclosing Personal Information**

- 3.1 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:
- Volunteer duties
  - Training and tryout opportunities
  - Collection of fees
  - Meeting notices
  - Other news and business specifically related to the Langford Minor Fastball Association, South Vancouver Island Fastball, Softball BC and Softball Canada
- 3.2 We will not use or disclose member personal information for any additional purpose unless we obtain consent to do so.
- 3.3 We will not sell member lists or personal information to other parties.

### **Policy 4 - Retaining Personal Information**

- 4.1 If we use member personal information to make a decision that directly affects the member, we will retain that personal information for at least one year so that the member has a reasonable opportunity to request access to it.
- 4.2 Subject to policy 4.1, we will retain member personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

### **Policy 5 - Ensuring Accuracy of Personal Information**

- 5.1 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.
- 5.2 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 and provide sufficient detail to identify the personal information and the correction being sought.
- 5.3 If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send 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 6 - Securing Personal Information**

- 6.1 We are committed to ensuring the security of member personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- 6.2 The following security measures will be followed to ensure that member personal information is appropriately protected:
  - (a) We have put in place appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access, maintain data security, and correctly use the information we collect online and physically.
  - (b) All physical documents of personal information are stored in secure cabinets.
  - (c) All members are informed of our policy and in cases where physical documents are required to be kept on-hand in case of emergency access, members are required to secure such documents on their person.
- 6.3 We will use appropriate security measures when destroying member's personal information such as shredding documents, deleting electronically stored information.
- 6.4 We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

## **Policy 7 - Providing Members Access to Personal Information**

- 7.1 Members have a right to access their personal information, subject to limited exceptions.
- 7.2 A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought.
- 7.3 Upon request, we will also tell members how we use their personal information and to whom it has been disclosed if applicable.
- 7.4 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.
- 7.5 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.
- 7.6 If a request is refused in full or in part, we will notify the member in writing, providing the reasons for refusal and the recourse available to the member.

## **Policy 8 - Questions and Complaints: The Role of the Privacy Officer or designated individual**

- 8.1 The Privacy Officer or designated individual is responsible for ensuring Langford Minor Fastball's compliance with this policy and the Personal Information Protection Act.
- 8.2 Members should direct any complaints, concerns or questions regarding Langford Minor Fastball'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 Langford Minor Fastball Association's Privacy Officer:

President  
langford.fastball.president@gmail.com