



MANITOBA SOCCER ASSOCIATION POLICIES AND ADMINISTRATIVE PROCEDURES



PRIVACY POLICY

PURPOSE

The purpose of this policy is to govern the collection, use, and disclosure of personal information in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of the Manitoba Soccer Association (MSA) to collect, use, or disclose personal information as part of normal business operations.

This policy is based on the standards required by *The Personal Information Protection and Electronic Documents Act* (PIPEDA) and *The Personal Health Information Act* (PHIA).

This Policy applies to directors, officers, employees, committee members, volunteers, coaches, and contractors.

DEFINITIONS

Personal Information: any information about an identifiable individual (e.g., gender, age, income, home address or phone number, or family status), but does not include an employee's name, title, business address, or business telephone number.

Personal Health Information: any health information about an identifiable individual (e.g., health condition or health history).

ACCOUNTABILITY

The MSA has designated an employee as the Privacy Officer to oversee the implementation and monitoring of this Privacy Policy. The Privacy Officer is responsible for the organization's handling of personal information and ensuring that all staff receives appropriate training on privacy issues. The Privacy Officer also handles personal information access requests and complaints.

The identity of the Privacy Officer and his/her contact information is available on the MSA website.





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COLLECTION AND USE OF PERSONAL INFORMATION

- The MSA will only collect, use, or disclose information for purposes that include, but are not limited to, the following:
 - to provide services;
 - to carry out programs and activities;
 - to establish and maintain responsible relationships;
 - to manage operations;
 - to comply with reporting requirements of Canada Soccer and Sport Manitoba; and
 - to meet legal and regulatory requirements.
- The MSA will identify in writing the purposes for which personal information is collected at or before the time of collection. Unless an individual consents otherwise or it is required by law, personal information can only be used or disclosed for the purposes for which it was collected.
- The MSA will obtain consent prior to the use or disclosure of the personal information. The MSA will seek consent from individuals when personal information is used for a purpose not previously identified. This consent will be documented as to when and how it was received.
- Personal information will be accurate, complete, and up to date as is necessary for the purposes for which it is to be used to minimize the possibility that inappropriate information may be used to make a decision about the individual.
- The MSA may collect information via member organizations. The MSA relies on members for the accuracy of collected information and that collection and submission of this information is done in compliance with all applicable laws.
- An individual may withdraw consent to the collection, use, or disclosure of personal information at any time, subject to legal or contractual restrictions, provided the individual gives one week's notice of such withdrawal. The MSA will inform the individual of the implications of such withdrawal.

EXCEPTIONS FOR COLLECTION, USE AND DISCLOSURE

The MSA is not required to obtain consent for the collection and use of personal information in certain circumstances, including the following:





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- 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 contravention of a federal or provincial law;
- c. Personal information is collected by observation of a public sporting event at which the person appears voluntarily;
- d. The information is publicly available as specified in PIPEDA;
- e. The information is necessary to determine an individual's suitability for an athletic position, standing, or ranking;
- f. The information is necessary to determine an individual's suitability for an honor, award, or similar benefit, including a scholarship or bursary;
- g. The collection, use, or disclosure is necessary for the medical treatment of the individual and the individual is unable to give consent; and
- h. As permitted under PIPEDA.

3rd PARTY DISCLOSURE

- Information may be disclosed to a third party that is involved with supplying our services, carrying out our programs or other organizational activity, or that is engaged to perform functions on our behalf as permitted by this policy.
- Information which has been consented to be disclosed to a third party will be protected by a third party agreement to limit use and disclosure.

RETENTION AND DESTRUCTION OF INFORMATION

- The MSA will safeguard personal information appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use, or modification.
- Personal information will only be kept for the minimum length of time as needed to achieve the identified purpose for which it was collected and the required length of time to meet legal requirements as imposed by the Canada Revenue Agency or other authorities.
- When information is no longer required, documents will be destroyed by way of secure shredding and electronic files will be deleted in their entirety.





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OPENNESS

The MSA will make publicly available information about its policies and practices relating to the management of personal information.

INDIVIDUAL ACCESS

- The MSA will assist an individual in preparing a request for information.
- Upon written request, an individual will be informed of the existence, use, and disclosure of his or her personal information and will be given access to that information.
- An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
- Upon request, the source of personal information will be disclosed along with an account of third parties to whom the information may have been disclosed.
- Sufficient information may be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.
- Requested information will be disclosed within 30 days of receipt of the request at minimal expense for copying or no cost to the individual, unless there are reasonable grounds to extend the time limit. The requested information will be provided in a form that is generally understandable.
- Costs may only be levied if an individual is informed in writing in advance of the approximate cost and has agreed to proceed with the request.

An individual may be denied access to his or her personal information and provided a written explanation as to why if:

- a. The 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 reasons;
or
- d. The information is subject to solicitor-client or litigation privilege.

If the MSA determines that the disclosure of personal information should be refused, the MSA must inform an individual of the following:





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- a. The reasons for the refusal and the provisions of the Act on which the refusal is based;
- b. The name, position title, business address, and business telephone number of the Privacy Officer who can answer the applicant's questions; and
- c. That the individual may ask for a review within 30 days of being notified of the refusal.

An unresolved complaint from an individual in regard to the accuracy of personal information will be recorded and transmitted to third parties having access to the information in question.

CHALLENGING COMPLIANCE

An individual will be able to challenge compliance with this policy and the Act to the Privacy Officer.

Upon receipt of a complaint, the MSA will:

- 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. Verbally acknowledge receipt of the complaint and clarify the nature of the complaint within three business days of receipt of the complaint;
- d. Appoint an investigator who will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all file and personnel, within 10 business days of receipt of the complaint;
- e. Upon completion of the investigation and within 25 business days of receipt of the complaint, the investigator will submit a written report to the MSA; and
- f. Notify the complainant of the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within 30 business days of receipt of the complaint.

PRIVACY BREACH

A privacy breach is the loss of, unauthorized access to, or disclosure of, personal information. If this has occurred or is reasonably suspected to have occurred, and the breach creates a real risk of significant harm to an individual, the MSA is required to:





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- 1) Notify the individual(s) as soon as feasible;
- 2) Report the breach to Office of the Privacy Commissioner of Canada; and
- 3) Notify government institutions or organizations (e.g., law enforcement) if this notification can reduce the risk of harm or mitigate the harm.

APPROVED BY: Manitoba Soccer Association Board of Directors

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