

POLICIES AND PROCEDURES
Of THE ST. ALBERT RINGETTE ASSOCIATION



1.0 GENERAL	4
1.01 COMMON TERMS	4
1.02 ASSOCIATION	4
1.03 OPERATING CONSTRAINTS	5
1.04 AMENDMENT	5
1.05 ASSOCIATION GOVERNANCE	6
1.06 OBJECTIVES	7
1.07 WEBSITE	7
1.08 COMMUNICATION METHOD	8
1.09 HONORARIUM	8
1.10 SUPPORTING OTHER ASSOCIATIONS	8
2.0 CODE OF CONDUCT	9
3.0 DISCIPLINARY ACTION	10
3.01 MISCONDUCT	10
3.02 COMPLAINTS	12
3.03 SUSPENSION ON FINANCIAL GROUNDS	13
3.04 NEGLECT OF DUTY	13
3.05 REMOVAL OF TEAM PERSONNEL	14
4.0 APPEAL REQUIREMENTS	15
4.01 APPEAL REQUIREMENTS	15
4.02 GROUNDS FOR APPEALS	15
4.03 APPEALS OFFICER (CASE MANAGER)	16
4.04 MEDIATION	16
4.05 TRIBUNAL	17
4.06 PROCEDURES FOR THE HEARING	17
5.0 PRIVACY POLICY	18
5.01 PRINCIPLE 1 - ACCOUNTABILITY	18
5.02 PRINCIPLE 2 - IDENTIFYING PURPOSES	18
5.03 PRINCIPLE 3 - CONSENT	19
5.04 PRINCIPLE 4 - LIMITING COLLECTION	20
5.05 PRINCIPLE 5 - LIMITING USE, DISCLOSURE AND RETENTION	20
5.06 PRINCIPLE 6 - ACCURACY	21
5.07 PRINCIPLE 7 - SAFEGUARDS	21

5.08 PRINCIPLE 8 - OPENNESS	21
5.09 PRINCIPLE 9 - INDIVIDUAL ACCESS	21
5.10 PRINCIPLE 10 - CHALLENGING COMPLIANCE	22

1.0 General

General

The Policies and Procedures herein contained are intended to act as principles and guidelines for administering the ongoing activities of the St. Albert Ringette Association (hereafter referred to as “the Association”). While they are not intended to be absolute in nature or rigid in their application, they do provide a framework that will be applied unless a change in policy direction is made.

1.01 Common Terms

To simplify interpretation of the policies and procedures herein contained, the following common terms are used:

TERM	DESCRIPTION
Parent (s)	Parent (s) or Legal Guardian (s)
Division	Active Start; U-10; U-12; U-14; U-16; U-19; Open
Level	Tiers within a Division – “AA”; “A”; “B”; “C”; etc
In Writing	Electronic or hard-copy, hand written or typewritten
Community Ringette	Active Start; U-10; U-12; U-14; U-16; U-19; Recreation
Open Ringette	All Divisions and Levels that are not classified as Community Ringette (Open A,B, C)

1.02 Association

The Association is a duly registered society under the Societies Act of the Province of Alberta. Refer to the Bylaws of the Association (hereafter referred to as “the Bylaws”) for information as a society.

1.03 Operating Constraints

For the purpose of enabling Players to participate in Community Ringette, the Association and/or some or all of its Members are

Members of:

- The Zone 5 Ringette Association;
- Ringette Alberta;
- Ringette Canada (through the elected or appointed representatives of Ringette Alberta);
- Northern Alberta Women's Ringette Association

In the case that statements or references made in this document conflict with the Bylaws of the Association or the Bylaws, Policies, Procedures, Rules, or any other governing document of the Zone 5 Ringette Association, Ringette Alberta or Ringette Canada, those higher level constraints shall apply.

1.04 Amendment

The Policies and Procedures herein contained may be modified at any Board meeting. The process for calling and the notice given for such Meetings are defined in the Bylaws of the Association. This document may be modified without notice if there is known or deemed to be a conflict with any governing document of the Zone 5 Ringette Association, Ringette Alberta or Ringette Canada or if additional clarification or detail is required.

1.05 Association Governance

The Association is governed by the Executive Officers and Directors defined in the Association Bylaws (Article 4):

- a. The following elected officers:
 - i. President;
 - ii. Vice President;
 - iii. Secretary;
 - iv. Treasurer;
 - v. Registrar;

- b. Directors:
 - vi. Ice Allocator;
 - vii. Referee Allocator;
 - viii. Development Director;
 - ix. Evaluation Director;
 - x. Sponsorship, Fundraising and Events Director.

The Association may also from time to time create roles necessary for the efficient operation of the Association as deemed appropriate including however not limited to the following:

- Dibs Coordinator
- Division Coordinators:
- Active Start Coordinator;
- U-10 Coordinator;
- U-12 Coordinator;
- U-14 Coordinator;
- U-16 Coordinator;
- U-19 and Open Coordinator;
- AA Coordinator;
- Recreational league Coordinator.
- Equipment Coordinator;
- Statistician;
- Events Coordinator;
- Website Coordinator;
- Special Events and Tournament Coordinator (s);
- Past President;

The Association may appoint the Past President to a position for a period not to exceed two years in order to effect a successful transition within the Executive. The Past President may advise the Executive on matters affecting the Association but will not carry a vote on matters decided upon by

the Executive or at any Board Meeting and shall only cast a vote at a General or Special General Meeting if that person is still a member of the Association by definition.

1.06 Objectives

The objectives of the Association include, but are not necessarily limited to:

- a. The promotion of Ringette at various skill levels among youth and adults within the City of St. Albert;
- b. As a member of the Zone 5 Ringette Association, support and abide by the Bylaws, Policies, and Procedures they set forth;
- c. To participate in and support the functioning of the Black Gold League;
- d. To coordinate Ringette activities among the various associations in Zone 5 and the Black Gold League;
- e. To stimulate public awareness and involvement, and to encourage participation in Ringette as a healthful exercise for improving physical fitness and personal development;
- f. To foster the highest standards of sportsmanship and friendship for all participants in Ringette and to encourage participants to strive for excellence in team work, team spirit and team discipline;
- g. To provide a safe environment for the participants;
- h. To formulate, print, and administer policies beneficial to the sport of Ringette.

1.07 Website

The Association Website is www.stalbertringette.com.

Information available on the Website includes, but is not necessarily limited to or constrained by:

- Registration Information;
- Bylaws;
- Policies;
- Forms;
- Meeting Minutes;
- Notices to Members;
- Notice of Meetings.
- Coach, Manager and Parent Handbooks

1.08 Communication Method

The primary method by which the Association will communicate information to the Members is via the Website. Other methods will be used only if necessary or deemed appropriate:

- a. At least one of the local newspapers;
- b. Email to appropriate individuals;
- c. Written letter to appropriate individuals.
- d. Regular E-newsletter to general membership

1.09 Honorarium

An Honorarium may be issued on a case-by-case basis under the discretion of the board. The Secretary shall record the request and approval including the amount in the Board meeting minutes.

1.10 Supporting other Associations

Excluding financial support, the Association will do whatever the Executive deems appropriate to support the promotion of Ringette in other Associations.

2.0 Code of Conduct

General

The Association supports the concept of Zero Tolerance. This section describes what is accepted of all Members and Players.

- Membership and participation in the activities of the Association are **privileges**, not rights. **All** Members and Players shall abide by the Bylaws and Policies of the Association and any similar documents set forth by Ringette Canada, Ringette Alberta, the Zone 5 Ringette Association or other Ringette – related entity supported by the Association that the Members may be involved in.
- **All** Members and Players shall respect **all** Members, Players, parents, officials, fans, Team Personnel, volunteers and employees of the Association or any entity (Association, Society, Ringette Alberta, etc) that the Association represents or is represented by. Any inappropriate conduct, threats, harassment or abuse (including the use of profanity) directed at such individuals or groups **will not be tolerated.**
- **All** Members, Players, and fans of the Association shall respect the game of Ringette and shall behave in a manner that does not make a travesty of the game.
- The Association will not tolerate loud, obscene, abusive, or obnoxious behavior by the Team Personnel, Players, Parents, Fans or any other person involved directly or indirectly with the Association.
- Parents and fans are not permitted in the dressing rooms except, as expressly permitted by the respective Team Personnel, to assist their child in changing before or after the game or practice.
- Conduct that is contrary to any provision of the Code of Conduct as defined by these policies **will result in disciplinary action** being taken by the Association.

3.0 Disciplinary Action

General

Members, Executive Members, and Team Personnel (as defined in the Bylaws) are required for the viability of the Association and the implementation and support of Ringette within the Association. The Association exists to provide the Players with a safe and enjoyable experience and to be accountable to the Members for Association business. Conduct that contravenes the objectives (*see 1.06*), Code of Conduct of the Association (*see 2 – CODE OF CONDUCT*) or any other policy herein contained that makes reference is subject to disciplinary action.

Disciplinary actions are required to protect Members, Players, Team Personnel and Officials. The processes and conditions of the actions vary according to the nature of the misconduct.

Upon receiving a “*Misconduct*” or “*Complaint*” form naming a member of the Association, a disciplinary committee shall be struck consisting of at least five Executive Members and the procedures contained in Sections 300 and 301 shall be followed. Upon receiving an appeal two Association Members shall be named and participate in the appeal process. The two Association Members shall not be associated to the member appealing through Team Affiliation or having children playing within the same division.

3.01 Misconduct

Contravention of the Code of Conduct is a ***very serious*** matter and the Association treats it as such. Everyone including any accuser or accused must understand what will result. In some cases, a more appropriate vehicle may be a Complaint (*see 3.02*).

Any time that ***anyone*** believes that a Member is violating the Code of Conduct; they may report the misconduct to the

Association by submitting a completed “***Misconduct***” Form (available on the Website) to any Executive Member.

The member named in the “***Misconduct***” Form shall be notified in writing by the Secretary outlining the nature of the complaint and misconduct. The member shall be invited to provide a written response to the complaint within seven days. At the conclusion of the seven days, regardless if the member has provided a written response or not the following process will apply:

At the discretion of the Executive, the steps that may be followed include, but are not necessarily limited to or constrained by:

- a. The Executive Member will ensure that all other Executive Members are informed of the Misconduct submission.
- b. By majority vote in which at least five Executive Members participate, the validity of the Misconduct will be decided. The submitter(s) will be informed of the result. If the Misconduct submission is not valid, no further action taken.
- c. If valid, the Executive will inform the Member(s) named on the Misconduct submission within one hour of reaching their decision. The Member(s) named on the Misconduct have the right to present an appeal to the submission within 7 days.
- d. The submitter(s) will be informed of the result. If the appeal is upheld no further action will be taken.
- e. If the misconduct is valid, on appeal or otherwise, the Member(s) named on the submission is (are) suspended and their Membership may be cancelled based, in general, as per the table below where the Offence number applies for the time the Member(s) is (are) part of the Association. However, based on the severity of the Misconduct, the Executive may choose whichever penalty they deem appropriate.

Sanctions may include:

- Suspension- duration determined by majority vote in which at least five Executive members participated. The Executive, depending on the nature of the offence, may choose to follow the Executive approval process outlined in the bylaws.
- Suspension of at least seven days- duration determined through Executive approval process.
- Suspension of at least thirty days- duration determined through Executive approval process.
- Suspension to at least the end of the Fiscal year- duration determined through the Executive approval process.
- Suspension to the end of the Fiscal Year following the current fiscal year.
- Membership cancelled (as per bylaws) and all registration and Team fees paid to the date of the disciplinary decision shall be forfeited.

- f. Members suspended or whose membership has been cancelled cannot:
 - i. Be within 100 meters of any Member or Player at any Team practice, game, event, or Association event;
 - ii. Vote in any Meeting or Executive Meeting;
 - iii. Be involved in any way as a Player or in a Team Personnel position;
 - iv. Be appointed to, selected for, or perform any of the duties for any appointed or selected position in the Association;
 - v. Be elected to or perform any of the duties of an Executive Member position.

3.02 Complaints

Excluding Team related issues, concerns, or problems (*see 14.08*) **anyone** may raise a formal complaint by submitting a completed

“Complaint” Form (available on the Website) to any Executive Member.

The member named in the “Complaint” Form shall be notified in writing by the Secretary outlining the nature of the complaint. The member shall be invited to provide a written response to the complaint within seven (7) days. At the conclusion of the seven days, regardless if the member has provided a written response or not the following will apply:

At the discretion of the Executive, the steps that may be followed include, but are not necessarily limited to or constrained by:

- a. The Executive Member will ensure that all Executive Members are informed of the complaint submission.
- b. By majority vote in which at least five Executive Members participate, the validity of the Complaint will be decided. The submitter(s) will be informed of the result. If the Complaint submission is not valid no further action taken.
- c. The Member(s) named on the Complaint have the right to present an appeal within seven (7) days. The submitter(s) will be informed of the result. If the appeal is upheld, no further action will be taken.
- d. The Executive will take whatever actions deemed appropriate for the nature of the Complaint. The actions and decisions of the Executive are final – no appeals are permitted after the initial appeal.
- e. The Executive will inform the submitter(s) of the actions taken.

3.03 Suspension on Financial Grounds

As stated in the Bylaws, Members may be suspended on Financial Grounds and therefore be no longer entitled to privileges or powers in the Association. Members suspended for this reason cannot:

- a. Vote in any Meeting or Executive Meeting;
- b. Be involved in any way as a Player or in a Team Personnel position;
- c. Be appointed to, selected for, or perform any of the duties of any appointed or selected position in the Association;
- d. Be elected to or perform any of the duties of an Executive Member position.

3.04 Neglect of Duty

Any person not fulfilling the duties of a position (elected, selected, or appointed) within the Association can be removed from the role. While the Association understands that everyone is a volunteer, once the position is accepted, the responsibilities that go with it must also be accepted. Removing persons from their positions is not desirable, but may be necessary. Furthermore, there are additional considerations for Team Personnel.

When it is believed that a person is neglecting their duties, a completed "Neglect of Duty" Form (available on the website) can be submitted for the Executive Approval. If approved, the neglecting person will be warned in writing. A second approved submission for the same person in the same Fiscal Year will:

- a. Result in removal of the person from a selected or appointed position; or
- b. Result in a "Request for Resignation" Form (available on the Website) being completed and issued if the person is in an elected position. If the person refuses to resign, a Special Resolution will be struck to have the person removed from the position.

Persons removed from positions for Neglect of Duty retain their rights as Members should they still qualify as a Member without the position they removed from.

3.05 Removal of Team Personnel

Team Personnel are entrusted with the instruction, care, and supervision of Players, and/or in the operation or management of the Team. When it is believed that Team Personnel are not functioning in the best interest of the Players, the game of Ringette, and the Association, they can be removed from their position.

When the Executive believes that a person in a Team Personnel role is not functioning in the prescribed manner they will inform the person in writing that corrective action is required by a specified date. If the desired result is not achieved a **“Team Personnel Removal”** Form (available on the Website) will be completed and submitted for Executive Approval.

If a parent (or Player 18 or older) believes a person in a Team Personnel role is not functioning in the prescribed manner, they must first attempt to reach a resolution within the Team. If a resolution cannot be achieved, the Division Coordinator will submit a **“Team Personnel Removal”** Form (available on the Website) for Executive Approval.

4.0 Appeal Requirements

4.01 Appeal Requirements

An appeal must be submitted, in writing to SARA within the required timeline. Individuals who wish to appeal a decision, by SARA, will have seven (7) days from the date on which they learned of the decision, to submit in writing to the President and Secretary. The appeal should include the following, but is not necessarily limited to:

- Notice of their intention to appeal;
- Contact information of the Appellant;
- Name of the Respondent;
- Ground(s) for the appeal;
- Detailed reason(s) for the appeal;
- All evidence that supports the reason(s) and ground(s) for an appeal;
- The remedy or remedies requested;
- A payment of the appeals fee (\$200 payable by cash or cheque only);

The President of the Association is responsible to ensure that appeals will be heard within a timely manner. If the Appellant is successful in their appeal, SARA will reimburse the Appeals fee to the Appellant. If the Appellant is unsuccessful in their appeal, the Appeals fee is nonrefundable.

4.02 Grounds for Appeals

Decisions may only be appealed on procedural grounds, which are limited to the actions of SARA in:

- Making a decision for which it does not have authority or jurisdiction as set out in the applicable body's governing document;
- Failing to follow procedures as laid out in the Bylaws of SARA;
- Making a decision that was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views or that the decision was influenced by factors unrelated to the substance or merits of the decision;
- Failing to consider relevant information and take into account irrelevant information in making the decision;
- Making a decision contrary to their own guidelines, policy, procedures and process.

The Appellant will bear the onus of proof in the appeal, and thus must be able to demonstrate, on a balance of probabilities, that the Respondent has made an error as described in Article 10 of the Associations Bylaws.

4.03 Appeals Officer (Case Manager)

The Association will request an Appeals Officer to oversee this Policy. The Appeals Officer shall have no prior involvement, either directly or by way of correspondence or conversations, with the matter being appealed. The Appeals Officer has an overall responsibility to ensure procedural fairness and timelines respected at all time in the appeals process and more particularly, has a responsibility to:

- Receive appeals;
- Screening of the appeal.
- Determine if the appeal lies within the jurisdiction of this policy;
- Determine if the appeal is brought forward in a timely manner;
- Determine if the appeal is brought forward on permissible grounds;
- Appoint the Tribunal to hear the appeal if required;
- Determine the format of the appeal hearing;
- Coordinate all administrative and procedural aspects of the appeal;
- Provide administrative assistance and logistical support to the tribunal as required;
- Provide any other service or support that may be necessary to ensure a fair and timely appeal proceeding;

Upon receipt of the notice, grounds of an appeal, supporting evidence and the required fee, the Appeals Officer will review the appeal and will decide if the appeal falls within the jurisdiction of this policy, and if it satisfies procedural grounds. If the Appeals Officer is satisfied that the appeal is not under this policy's jurisdiction or that there are not sufficient grounds, the parties will be notified in writing, stating reasons. There is no further appeal of the Appeals Officer's decision on jurisdiction or grounds.

4.04 Mediation

Upon determining that there exists jurisdiction and sufficient grounds for an appeal, the Appeals Officer may, with the consent of the parties, seek to resolve the appeal through mediation using the services of an independent mediator.

4.05 Tribunal

The Appeals Officer will appoint a Tribunal that will consist of a single Adjudicator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Appeals Officer, a Tribunal of three (3) persons may be appointed to hear and decide a case. In this event, the Appeals Officer will appoint one of the Tribunal's members to serve as the Chair.

4.06 Procedures for the Hearing

The Appeals Officer will determine the timing and format of the hearing, which may involve a verbal hearing in person, a verbal hearing by telephone, web conference or other appropriate electronic means, a hearing based on written submissions or a combination of these methods. The hearing will be governed by the procedures that the Appeals Officer and the Tribunal deem appropriate in the circumstances, provided that:

- The parties will be given appropriate notice of the day, time and place of the hearing;
- Copies of any written documents, which the parties wish to have the Tribunal, consider will be provided to all parties in advance of the Hearing;
- The parties may be accompanied by a representative, advisor or legal counsel at their own expense;
- The Tribunal may request that any other individual participant and/or give evidence at the hearing.

If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this policy, that party will become a party to the appeal in question and will be bound by its outcome. In a situation where a Tribunal consisting of three Adjudicators conducts the hearing, a quorum will be all three Adjudicators and decisions will be a majority vote.

5.0 Privacy Policy

General

This privacy policy describes the ways in which the Association collects, uses, retains, safeguards, discloses and disposes of the personal information of all SARA members and participants;

5.01 Principle 1 - Accountability

1. The Association hereby designates the President as the person who will be accountable to the Board for compliance with this policy. The President will be responsible for responding to access requests, corrections and complaints in accordance with this policy.
2. The President shall ensure that the Association is accountable for all personal information in its possession including that, which may be transferred to a third party. Third party organizations that handle information on behalf of the Association shall be obligated to adhere to the standards of this policy.
3. The Association shall take all steps necessary to ensure compliance with this policy including security measures designed to protect personal information in its possession and staff training in all facets of information management.

5.02 Principle 2 - Identifying Purposes

1. SARA ringette programming involves governing its teams and games including training of coaches and determining players' eligibility for specific divisions. SARA is also responsible for establishing appropriate policies and regulations to ensure appropriate governance of the Association. SARA shall only collect personal information for the purpose of providing such ringette programming.

2. The Association collects personal information for the following specific purposes:

Type of Personal Information	Purpose of Collecting
A player's name, gender, place of residence and date of birth. A player's physical measurements as required for Universal Athlete Assessment (UAA) testing.	To determine that the player's geographical, division and level of play information are consistent with Ringette Canada and Ringette Alberta regulations. For the purpose of facilitating programming within the association and to be made available to related organizations and leagues for purposes of competition.
Historical information concerning past teams played for.	To determine if any transfer regulations apply.
A player's skill and development level and feedback on programs offered and awards received.	To measure the success of the Association's programs and maintain good governance
A player's parents or guardian's names, addresses, telephone numbers and e-mail address.	To facilitate emergency contact information. To ensure compliance with residency regulations. To facilitate membership communication.

Team official's names, addresses, telephone numbers, e-mail addresses, training and coaching certifications and qualifications.	To facilitate membership communication and communications amongst other team officials and other minor ringette organizations. To certify team officials.
Police Checks, VSS Search	To help ensure the safety of participants
Educational information	To ensure all residency regulations have been adhered to.
Skill levels, ability, emergency contacts and health concerns	To ensure all Association activities are carried out in a safe and secure environment.
Team and individual pictures and video's	To provide players with a memento of their ringette experience and to educate and encourage development opportunities within and outside of the association.
Resumes (if necessary)	To determine a prospective employee's suitability for a position within the Association
Appeal Information	To administer appeals and any related proceedings, and the rules, regulations and by-laws of the Association, Ringette Canada and Ringette Alberta.
Coaching Applications	To determine a prospective head coach's suitability to coach a SARA team.
Parent and Player Satisfaction Surveys	To help evaluate the suitability of a head coach/assistant coach to return as head/assistant coach. To help determine whether any other team official should be placed to a team. To provide feedback to a head/assistant coach or team personnel.
Player Evaluations	To help balance league teams.

- The Association shall request individual permission to use any personal information for purposes other than those identified in section 2 above unless such usage is authorized or required by law.
- The Association shall advise registration candidates of the purposes for the collection of their personal information at the time of registration by reference to this policy.
- Where practicable, all personal information collected by the Association shall be maintained within the SARA office's, Office of the Registrar and/or office of the President.
- The Association may require that personal information be provided to gain access to secure areas of the SARA website. Any information so provided will be treated within the same parameters as other personal information collected by the Association through other means. It will always remain the user's choice to provide information in certain fields.

5.03 Principle 3 - Consent

1. All members of the Association agree that the act of registering constitutes implied consent to the use personal information for the purposes specified in section 2.
2. While participants are under no obligation whatsoever to supply medical records, medical history or medical forms and may refuse to do so without penalty, the Association will consider receipt of this information as consent for its subsequent use in an emergency medical situation.
3. If at any time any person wishes to withdraw consent to the use of his or her personal information for any purpose, the person may do so by notifying the President in writing.
4. In exceptional circumstances, the Association may collect, use and disclose personal information without consent where it is both necessary and reasonable to do so and where permitted by law.

5.04 Principle 4 - Limiting Collection

1. The Association shall only collect personal information by fair and lawful means. The Association shall not indiscriminately collect information. Both the amount and type of information collected shall be limited to that which is required to fulfill the purposes identified in section 2 and such other purposes as are reasonably related to the objectives of the Association.

5.05 Principle 5 - Limiting Use, Disclosure and Retention

1. The Association shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the person to whom the information relates or as required by law.

2. No personal information shall be supplied to third party service providers or product suppliers without the consent of the person to whom the information relates.

3. The Association may disclose personal information to a government authority that has asserted its lawful authority to obtain the information or where the Association has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court, person, or body with jurisdiction to compel the production of the information or otherwise as authorized or required by law.

4. If any SARA team has collected personal information from its players, parents or team officials, it must adhere to the principles set out in this policy. Specifically, no SARA team may use or disclose personal information supplied to it directly or by the Association for purposes other than those set out in section 2 without the consent of the person to whom the information relates. This includes the disclosure of personal information on any web page.

5. The Association may release personal information for the purpose of collecting debts that are owed to the Association.

6. Personal information shall only be retained as long as is necessary to fulfill the purpose identified unless consent is given to keep information for a longer period of time.

7. Registration data shall be retained for a three-year period after a player has left the Association. Parental/family information shall be maintained for a similar three-year period after a member has left the Association.

8. Personal information that is no longer required or permitted to be retained by the Association will be destroyed in a secure manner.

5.06 Principle 6 - Accuracy

1. The Association shall strive to ensure, to the extent that it can, that the information entrusted to it is maintained in an accurate manner. All SARA members and participants will have the ability to view and review personal information retained by the Association. The Association shall attempt to maintain the privacy interests of all individuals and attempt to ensure that decisions are not made for or about an individual based on personal information that may be flawed.

The Association shall only update personal information in its possession if a request is made in writing.

5.07 Principle 7 - Safeguards

1. Security safeguards will be implemented to ensure that all personal information is protected from theft as well as unauthorized use or access, disclosure, copying or modification.

2. All information collected by the Association will be considered highly sensitive. As such, a high level of security will be practiced at all times. Methods of protection and safeguards may include but are not limited to locked files, offices and storage areas, security clearances and need to know access as well as technological measures such as passwords and encryption.

5.08 Principle 8 - Openness

1. Upon request, the Association shall provide a copy of this policy to any SARA member or participant. The Association shall also make this policy available to all SARA members and participants on the SARA website.

2. If anyone has any questions, comments or concerns regarding this policy, they can contact the President in writing.

5.09 Principle 9 - Individual Access

1. Upon request, the Association shall provide access to personal information in its possession to the individual to whom the information relates or to the parent/guardian of such individual. The Association shall disclose the source of the information when requested and provide an account of any third parties to whom the information may have been disclosed. The Association shall endeavour to provide such information within 30 days of receipt of the request and only charge nominal fees for the purpose of satisfying its expenses incurred in supplying such information.

2. The Association may request sufficient information to confirm an individual's identity before releasing any personal information.

3. A SARA member or participant may challenge the accuracy or completeness of the information and any inaccurate information shall be corrected and any third parties shall be notified of the corrections.

5.10 Principle 10 - Challenging Compliance

1. Anyone wishing to challenge the Association's compliance with this policy may file an appeal in accordance with the SARA's Appeal Policy.