

## **FORED BC PRIVACY POLICY**

FORED BC (FORED BC) provides a broad range of services to its members. In providing these services, FORED BC gives utmost priority to the maintenance of member privacy and therefore strives to protect the confidentiality of any personal information that you may give us online, in a telephone conversation, in person, or on a completed printed form. Personal information is any information that identifies you or provides a method by which your identity could be deduced.

The collection and use of your personal information is subject to this Privacy Policy, a formal statement of principles and guidelines that FORED BC has adopted to promote responsible practices in the management of personal information in accordance with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and BC's Personal Information Protection Act (PIPA). See <http://www.oipcbc.org/>.

**PIPA Contact Info:** Office of the Information and Privacy Commissioner for British Columbia PO Box 9038, Stn. Prov. Govt. Victoria, B.C. V8W 9A4. **P:** (250) 387-5629  
**For toll-free access call Enquiry BC at one of the numbers listed below and request a transfer to (250) 387-5629:**

**Vancouver: (604) 660-2421**  
**Elsewhere in BC: (800) 663-7867**

**Facsimile:** (250) 387-1696 **E-mail:** [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

For more information on PIPEDA, please visit: [www.privcom.gc.ca](http://www.privcom.gc.ca). The Privacy Commissioner of Canada can be reached at: 112 Kent Street Ottawa, ON K1A 1H3 1-800-282-1376

### **1. Your Privacy Rights**

Beginning January 1, 2004, all organizations which collect personal information must comply with the Personal Information Protection and Electronic Documents Act, which grants rights concerning the privacy of your personal information. This Act's obligations extend to FORED BC and we will ensure your rights through this policy and by training FORED BC staff on privacy policies and practices.

### **2. Types of Personal Information Collected**

FORED BC may collect personal information for memberships, sales of educational resources or Revenue Canada (to issue tax receipts, complete Charity Information Returns and such) through electronic forms, email, phone, fax, mail or in person. This involves the collection of personal information, such as, but not necessarily limited to, the following:

- Your name, home address, and home telephone and/or cell phone numbers
- Your email address
- Your place of employment and job title
- Your employment history and educational achievements
- Credit card information and/or banking information.

Please note that our credit card provider handles online payments securely and credit card data is available only to authorized staff.

### **3. Purpose of Collecting Personal Information**

In order to provide FORED BC's many services to our wide membership and stakeholder base, we require some personal information. The nature and precise use of your personal information will be outlined at the time of information collection. In addition to these uses, your personal information may also be required for the efficient administration of FORED BC, the creation and maintenance of membership lists, the monitoring of memberships, and the production of information materials concerning services and developments related to FORED BC. At no time will your information be released to any outside agency or organization, unless required to do so under law.

### **4. Collection of Personal Information and Your Consent**

FORED BC collects information only by lawful and fair means and not in an unreasonably intrusive way. Wherever possible, we collect your personal information directly from you at the start of your membership. Additional information may be collected as you participate in an increasing number of FORED BC services and/or programs.

FORED BC must obtain your consent to collect, use or disclose your personal information.

### **5. Use of Your Information**

As mentioned above, FORED BC uses your personal information to provide services to you and to include you in any direct mailings about FORED activities. Personal information may also be used to notify you of upcoming meetings, courses, seminars, conferences, and FORED BC products. If you tell us that you no longer wish to receive this information, we will not send any further material.

**FORED BC does not sell, share, barter, rent, divulge or otherwise disseminate personal information.**

FORED BC may monitor website traffic patterns, site usage, and related site information in order to optimize our web services. This information may also be used for statistical analysis and may be provided to third parties, but this statistical information does not include any identifiable personal information.

### **6. Disclosure of your Personal Information**

FORED BC may disclose your personal information under circumstances such as the following:

- When we are required or authorized by law to do so, for example, if a court issues a subpoena
- If we engage a third party to provide administrative services to us (such as a mailing service or archival file storage), in which case the third party will be bound by our Privacy Policy
- If we retain agents or consultants to assist us in completing research relating to FORED BC, in which case these people and/or organizations will be bound by our Privacy Policy

Please note that in all of these situations, FORED BC will only disclose as much personal information as is required by the circumstances.

## **7. Updating and Correcting Your Information**

Since we use your personal information to provide you with our services, it is important that your information be accurate and up-to-date. If any of your personal information changes during the course of your membership, please inform us so that we can make any necessary changes. From time to time, FORED BC may contact you to request an update of your personal information.

If FORED BC does hold information about you that is inaccurate, incomplete or not up-to-date, we will take reasonable steps to correct it. By contacting FORED BC's Privacy Officer (see section 12 for contact information), you can arrange a review of your record(s). Should you find these records to be inaccurate, we will amend them and where we have (as part of your membership with FORED BC) furnished erroneous information to others, we will inform them of the corrected information. Please note: we may ask you to provide documentation to assist us in making corrections.

## **8. Process for Destruction of Personal Information**

There are two situations when the destruction of personal information will be necessary. This destruction of personal information will occur when there is a withdrawal of consent or the retention of information is no longer necessary. This could occur when the maximum retention time has been met, or the information is no longer relevant.

The process is as follows for withdrawal of consent:

- The person requests in writing stating that they would like to withdraw their consent for FORED BC to use their personal information for the purpose(s) stated.
- The Privacy Officer will gather the information to be destroyed (in both paper format and electronic).
- The paper-based information will be shredded, then disposed of (in either the trash or recycle bin).
- The electronic information will be deleted from all electronic files where it is stored.
- The Privacy Officer will access all of the available electronic drives and files to ensure it is deleted.
- The information will be deleted from all backup records on the FORED BC server.

## **9. Security of Personal Information**

FORED BC takes all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

- Premises security
- Employee training in the storage, safeguarding and use of personal information
- Restricted file access to personal information (i.e. your data is accessed only by FORED BC staff/consultants with a direct involvement in the project(s) or service(s) for which you have provided your information)

- Technological safeguards such as security software and firewalls to prevent unauthorized computer access
- Internal password and security policies
- Contracts with third parties that bind them to FORED BC's Privacy Policy

Please note that despite the above security measures, any email correspondence that you have with FORED BC is not completely secure if you send non-encrypted emails.

## **10. Accessing Your Personal Information and FORED BC's Process for Handling Personal Information Requests**

At any time, you may contact FORED BC's Privacy Officer (see section 12 for contact information) to request a review of the information that we hold on file for you. The process for accessing your information is outlined below. Summary information is available on request while more detailed requests that require retrieval costs may be subject to a reasonable fee. Please note: FORED BC reserves the right to confirm your identity before complying with any access requests.

Process for Handling Personal Information Requests:

- The person makes a request for details about their personal information to FORED BC. This request is sent/directed to the Privacy Officer.
- The Privacy Officer responds to the person in writing.
- The Privacy Officer responds to the request within three weeks.
- If the person would like to see a list of personal information FORED BC has about them, the Privacy Officer will send them a hard copy of the list through the mail, marked confidential.
- If the person would like to see the personal information that FORED BC has about them the Privacy Officer will schedule a meeting with that person to give them access to this personal information.
- In the letter and/or in the meeting, the Privacy Officer will advise the individual as to the next steps to be taken to follow up on the access request.
- After sending the letter or holding the meeting with the person, the Privacy Officer will record the letter/meeting information in a confidential, hard copy file.

There may be rare occasions when your rights to access or correct your personal information are denied. These occasions include, but are not necessarily limited to, the following instances:

- When denial of access is required or authorized by law
- When granting you access would have an unreasonable impact on other people's privacy
- When granting you access would negatively affect FORED BC rights and/or property

If we deny your request for access to information or refuse a request to correct information, we will attempt to explain why.

## **11. Third Party Websites and Personal Information**

On FORED BC's website, there are links to third party websites that are not under our control. FORED BC cannot guarantee that these sites adhere to strict codes of

conduct with respect to privacy, and visitors to our website should link and submit personal information to these third party sites at their own risk.

### **12. Contacting the Privacy Officer**

This policy addresses some of the main privacy concerns that you might have. If you have concerns regarding FORED BC's Privacy Policy or questions about FORED BC's compliance with PIPEDA guidelines please contact: [info@foredbc.org](mailto:info@foredbc.org)

### **13. Changes to this Privacy Policy**

As FORED BC regularly reviews all policies and procedures, we may change our Privacy Policy from time to time. These changes will be posted on our website as soon as is practical.

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