



## Policy Concerning

# The Protection of **Personal Information**

## Introduction

CanoeKayak Canada ("CKC") is a not-for-profit amateur sport organization responsible for the administration of the sport of paddling in Canada. In the course of providing our programs and services, CKC may collect Personal Information and we have prepared this policy to inform you about CKC's ongoing commitment to ensuring that the Personal Information obtained during the course of our activities remains accurate and confidential.

### What is Personal Information?

We consider "Personal Information" to mean any information, recorded in any form, about an identified individual or an individual whose identity may be inferred or determined from such information, other than business contact information (e.g. name, title, business address). This Policy does not cover aggregated data from which the identity of an individual cannot be determined. CKC retains the right to use aggregated data in any way that it determines appropriate.

### Why CKC May Collect Personal Information

CKC may use the Personal Information provided verbally or in writing (including via electronic media) in order to:

- a. Administer competitions and all matters relating to the sport of paddling
- b. Track participant information;
- c. Organize various conferences that provide professional development and networking opportunities
- d. Manage our relationships, and communicate, with participants, Clubs, Divisions and Provinces
- e. Meet legal and regulatory requirements; and
- f. Such other purposes consistent with these purposes.

The personal information we request will depend upon which services you may wish to obtain.

## How CKC Collects and Uses Personal Information

CKC only collects, uses and discloses Personal Information for purposes that would be considered reasonable in the circumstances and only such information as is required for the purposes of providing services or information to participants, Clubs, Divisions and Provincial affiliates. We use only fair and lawful methods to collect Personal Information.



Our use of Personal Information is limited to the purposes described in this Policy and CKC does not otherwise sell, trade, barter, exchange or disclose for consideration any Personal Information it has obtained.

### **When CKC May Disclose Your Personal Information**

CKC may disclose your Personal Information to:

- a. Governmental agency funders of CKC;
- b. Print and electronic media in connection with awards and recognition programs;
- c. Individuals or organizations who are our advisers or service providers; and

In the event sensitive Personal Information is provided to CKC, we will not disclose such Personal Information unless it is required in order to provide a participant or partner organization with our services. Where CKC discloses Personal Information to organizations that perform services on its behalf, we will require those service providers to use such information solely for the purposes of providing services to CKC, participants, partner organizations or the person concerned and to have appropriate safeguards for the protection of that Personal Information.

Where Personal Information may be subject to transfer to another organization in contemplation of a merger or reorganization of all or part of CKC, we will do this only if the parties have entered into an agreement under which the collection, use and disclosure of the information (including any Personal Information) is restricted to those purposes that relate to the transaction, including a determination of whether or not to proceed with the transaction, and is to be used by the parties to carry out and complete the transaction.

Please note that there are circumstances where the use and/or disclosure of Personal Information may be justified or permitted or where CKC is obliged to disclose information *without* consent. Such circumstances may include:

- a. Where required by law or by order or requirement of a court, administrative agency or governmental tribunal with jurisdiction over CKC;
- b. Where CKC believes, upon reasonable grounds, that such action is necessary to protect the rights, privacy, safety or property of an identifiable person or group;
- c. Where it is necessary to establish or collect monies owing to CKC;
- d. Where it is necessary to permit CKC to pursue available remedies or limit any damages that we may sustain; or
- e. Where the information is already public.



Where obliged or permitted to disclose information without consent, CKC will not disclose more information than is required.

## **Consent**

Unless permitted by law, no Personal Information is collected, without first obtaining the consent of the individual concerned to the collection, use and dissemination of that information. However, we may seek consent to use and disclose Personal Information after it has been collected in those cases where CKC wishes to use the information for a purpose not identified in this Policy or not previously identified or for which the individual concerned has not previously consented.

**By providing Personal Information to CKC you agree and consent that we may collect, use and disclose your Personal Information in accordance with this Policy.** In addition, where appropriate, specific authorizations or consents may be obtained from time to time.

In most cases and subject to legal and contractual restrictions, any member is free to refuse or withdraw your consent at any time upon reasonable, advance notice. It should be noted that in certain circumstances, certain services can only be offered if you provide Personal Information to CKC. Consequently, if you choose not to provide us with any required Personal Information, we may not be able to offer you the services requested. We will inform you of the consequences of the withdrawal of consent.

## **The Accuracy and Retention of Personal Information**

CKC endeavors to ensure that any Personal Information provided and in its possession is as accurate, current and complete as necessary for the purposes for which we use that information. If we become aware that Personal Information is inaccurate, incomplete or out of date, CKC will revise the Personal Information and, if necessary, use its best efforts to inform third parties which were provided with inaccurate information so that those third parties may also correct their records.

We keep your Personal Information only as long as it is required for the reasons it was collected. The length of time we retain information varies, depending on the service and the nature of the information. This period may extend beyond the end of a person's relationship with us but it will be only for so long as it is necessary for us to have sufficient information to respond to any issues that may arise at a later date.

When your Personal Information is no longer required for CKC's purposes, we have procedures to destroy, delete, erase or convert it into an anonymous form.

## **Protection of Personal Information**

CKC endeavours to maintain appropriate physical, procedural and technical security with respect to its offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure,



or modification of Personal Information. This also applies to our disposal or destruction of Personal Information.

CKC further protects Personal Information by restricting access to it to those employees and individuals that the management of CKC has determined need to know that information in order that CKC may provide our products or services or information.

If any employee of CKC misuses Personal Information, this will be considered as a serious offence for which disciplinary action may be taken, up to and including termination of employment. If any individual or organization misuses Personal Information – provided for the purpose of providing services to or for CKC – this will be considered a serious issue for which action may be taken, up to and including termination of any agreement between CKC and that individual or organization.

### **Access to Your Personal Information**

CKC permits the reasonable right of access and review of Personal Information held by us about an individual and will endeavor to provide the information in question within a reasonable time, generally no later than 30 days following the request. To guard against fraudulent requests for access, we may require sufficient information to allow us to confirm that the person making the request is authorized to do so before granting access or making corrections.

CKC will provide information from our records in a form that is easy to understand. CKC reserves the right not to change any Personal Information but will append any alternative text the individual concerned believes to be appropriate.

CKC reserves the right to decline to provide access to Personal Information where the information requested:

- a. Would disclose (i) Personal Information, including opinions, about another individual or about a deceased individual;
- b) Is subject to solicitor-client or litigation privilege;
- c) Is not readily retrievable and the burden or cost of providing would be disproportionate to the nature or value of the information;
- d) Does not exist, is not held, or cannot be found by CKC;
- e) May harm or interfere with law enforcement activities and other investigative or regulatory functions of a body authorized by law to perform such functions; or
- f) May be withheld or is requested to be withheld under applicable legislation.

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure.



CKC will not charge any member for verifying or correcting your information. However, to the extent permitted by applicable law, there may be a minimal charge imposed if you need a copy of records.

### ***Resolving Your Privacy Concerns***

In the event of questions about: (i) access to your Personal Information; (ii) our collection, use, management or disclosure of Personal Information; or (iii) this Policy; please contact CKC's Privacy Officer by sending an e-mail to [jhedwards@canoekayak.ca](mailto:jhedwards@canoekayak.ca) or calling **613-260-1818, ext \*2201** and asking to speak with CKC's Privacy Officer, John Edwards.

CKC will investigate all complaints and if a complaint is justified, we will take all reasonable steps to resolve the issue.