



## FEMMES ET SPORT AU CANADA CANADIAN WOMEN & SPORT

### CANADIAN WOMEN & SPORT

### PRIVACY POLICY

#### General

1. Background – Privacy of personal information is governed by the federal *Personal Information Protection and Electronics Documents Act* ("PIPEDA"). This policy describes the way that Canadian Women & Sport collects, uses, safeguards, discloses and disposes of personal information, and states Canadian Women & Sport's commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA and Canadian Women & Sport's interpretation of these responsibilities.
2. Purpose – The purpose of this policy is to govern the collection, use and disclosure of personal information in the course of commercial activities in a manner that recognizes the right to privacy of individuals with respect to their personal information and the need of Canadian Women & Sport to collect, use or disclose personal information.
3. Definitions – The following terms have these meanings in this Policy:
  - a) "*Commercial Activity*" – Any particular transaction, act or conduct that is of a commercial character.
  - b) "*IP Address*" – A numerical label that is assigned to electronic devices participating in a computer network that uses internet protocol for communication between devices.
  - c) "*Personal Information*" – any information about an individual that relates to the person's personal characteristics including, but not limited to: gender, age, income, home address or phone number, ethnic background, family status, health history, and health conditions
  - d) "*Representatives*" – Members, directors, officers, committee members, employees, volunteers, administrators, and contractors

#### Application of this Policy

4. Application – This Policy applies to Representatives in connection with personal information that is collected, used or disclosed during any commercial activity related to Canadian Women & Sport.
5. Ruling on Policy – Except as provided in the *Act*, the Board of Directors of Canadian Women & Sport will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

#### Obligations

6. Statutory Obligations – Canadian Women & Sport is governed by the *Personal Information Protection, Electronic Documents Act* in matters involving the collection, use and disclosure of personal information.



7. Additional Obligations – In addition to fulfilling all requirements of the Act, Canadian Women & Sport and its Representatives will also fulfill the additional requirements of this Policy. Representatives of Canadian Women & Sport will not:
- a) Disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this Policy;
  - b) Knowingly place themselves in a position where they are under obligation to any organization to disclose personal information;
  - c) In the performance of their official duties, disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
  - d) Derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with Canadian Women & Sport; or
  - e) Accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, the disclosure of Personal Information.

### **Accountability**

8. Privacy Officer – The Privacy Officer is responsible for the implementation of this policy and monitoring information collection and data security and for ensuring that all staff receives appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address:

Canadian Women & Sport  
c/o Allison Sandmeyer-Graves, CEO  
970 Queen Street East, Box 98162  
Toronto, Ontario  
M4M 1J0  
Canada

9. Duties – The Privacy Officer will:
- a) Implement procedures to protect personal information;
  - b) Establish procedures to receive and respond to complaints and inquiries;
  - c) Record all persons having access to personal information;
  - d) Ensure any third-party providers abide by this Policy; and
  - e) Train and communicate to staff information about Canadian Women & Sport's privacy policies and practices.
10. Employees – Canadian Women & Sport shall be responsible to ensure that the employees, contractors, agents, or otherwise of Canadian Women & Sport are compliant with the Act and this Policy.

### **Identifying Purposes**

11. Purpose – Personal information may be collected from Representatives and prospective Representatives for purposes that include, but are not limited to, the following:
- a) Receiving communications from Canadian Women & Sport related to e-news, emails, bulletins, donation requests, invoices, notifications, merchandise sales, newsletters, programs, events and activities;



- b) Database entry at the Coaching Association of Canada to assign NCCP PD Points for training completed;
- c) Implementation of Canadian Women & Sport's screening program;
- d) Promotion and sale of merchandise;
- e) Medical emergency;
- f) Arranging travel;
- g) Registration with Canadian Women & Sport for programs, training or events;
- h) Technical monitoring, training, educational purposes, media publications, and sport promotion;
- i) Purchasing equipment, manuals, resources and other products;
- j) Publishing articles, media relations and posting on Canadian Women & Sport website, displays or posters;
- k) Determination of membership demographics and program wants and needs;
- l) Participating in measurement and evaluation, such as surveys, focus groups and interviews;
- m) Managing payroll, health benefits, insurance claims and insurance investigations; and
- n) Posting images, likeness or other identifiable attributes to promote Canadian Women & Sport on its website, displays or posters.

12. Purposes not Identified – Canadian Women & Sport shall seek consent from individuals when personal information is used for Commercial Activity not previously identified. This consent will be documented as to when and how it was received.

### **Consent**

13. Consent – Canadian Women & Sport shall obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of this information. Canadian Women & Sport may collect personal information without consent where reasonable to do so and where permitted by law.

14. Implied Consent – By providing personal information to Canadian Women & Sport, individuals are consenting to the use of the information for the purposes identified in this policy.

15. Withdrawal – An individual may declare to the Privacy Officer in writing to withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions. Canadian Women & Sport will inform the individual of the implications of such withdrawal.

16. Legal Guardians – Consent shall not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore shall be obtained from a parent, legal guardian or person having power of attorney of such an individual.

17. Exceptions for Collection – Canadian Women & Sport is not required to obtain consent for the collection of personal information if:

- 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 breach of an agreement or contravention of a federal or provincial law;



- c) The information is for journalistic, artistic or literary purposes; or
- d) The information is publicly available as specified in the Act.

18. Exceptions for Use – Canadian Women & Sport may use personal information without the individual's knowledge or consent only:

- a) If Canadian Women & Sport has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law and the information is used for that investigation;
- b) For an emergency that threatens an individual's life, health or security;
- c) For statistical or scholarly study or research;
- d) If it is publicly available as specified in the Act;
- e) If the use is clearly in the individual's interest and consent is not available in a timely way; or
- f) If knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.

19. Exceptions for Disclosure – Canadian Women & Sport may disclose personal information without the individual's knowledge or consent only:

- a) To a lawyer representing Canadian Women & Sport;
- b) To collect a debt the individual owes to Canadian Women & Sport;
- c) To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- d) To a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or that suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
- e) To an investigative body named in the Act or government institution on Canadian Women & Sport's initiative when Canadian Women & Sport believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
- f) To an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
- g) In an emergency threatening an individual's life, health, or security (Canadian Women & Sport must inform the individual of the disclosure);
- h) For statistical, scholarly study or research;
- i) To an archival institution;
- j) 20 years after the individual's death or 100 years after the record was created;
- k) If it is publicly available as specified in the regulations; or
- l) If otherwise required by law.

**Limiting Collection, Use, Disclosure and Retention**

20. Limiting Collection, Use and Disclosure – Canadian Women & Sport shall not collect, use or disclose personal information indiscriminately. Information collected will be for the purposes specified in this Policy, except with the consent of the individual or as required by law.



21. Retention Periods – Personal information shall be retained as long as reasonably necessary to enable participation in Canadian Women & Sport, to maintain accurate historical records and or as may be required by law.
22. Destruction of Information – Documents shall be destroyed by way of shredding and electronic files will be deleted in their entirety.

### **Safeguards**

23. Safeguards – Personal information shall be protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.

### **Breaches**

24. Breaches – Canadian Women & Sport is required to report breaches of its security safeguards and any unauthorized disclosure of, or access to, personal information to the Office of the Privacy Commissioner if the breach, disclosure, or access may pose a “real risk of significant harm” to an individual. A “real risk of significant harm” is defined as: *“Bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record and damage to or loss of property”*.
25. Reporting – Canadian Women & Sport will report the breach or unauthorized access or disclosure to the Office of the Privacy Commissioner in the form and format specified by the Office of the Privacy Commissioner or will be subject to financial penalties.
26. Records and Notification – In addition to reporting the breach or unauthorized access or disclosure, Canadian Women & Sport will keep records of the breach and inform affected individuals.

### **Individual Access**

27. Access – Upon written request, and with assistance from Canadian Women & Sport, an individual may be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. Further, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
28. Response – Requested information shall be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
29. Denial – An individual may be denied access to his or her personal information if the information:
  - a) Is prohibitively costly to provide;
  - b) Contains references to other individuals;
  - c) Cannot be disclosed for legal, security, or commercial proprietary purposes; or
  - d) Is subject to solicitor-client privilege or litigation privilege.



30. Reasons – Upon refusal, Canadian Women & Sport shall inform the individual the reasons for the refusal and the associated provisions of the *Act*.
31. Identity – Sufficient information shall be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

### **Challenging Compliance**

32. Challenges – An individual shall be able to challenge compliance with this Policy and the *Act* to the designated individual accountable for compliance.
33. Procedures – Upon receipt of a complaint Canadian Women & Sport shall:
  - 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) Acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) days of receipt of the complaint;
  - d) Appoint an investigator using an independent investigator, who shall have the skills necessary to conduct a fair and impartial investigation and shall have unfettered access to all relevant file and personnel, within ten (10) days of receipt of the complaint;
  - e) Upon completion of the investigation and within twenty-five (25) days of receipt of the complaint, the investigator will submit a written report to Canadian Women & Sport; and
  - f) Notify the complainant to the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures within thirty (30) days of receipt of the complaint.
34. Whistleblowing – Canadian Women & Sport shall not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any director, officer, employee, committee member volunteer, trainer, contractor, and other decision-maker within Canadian Women & Sport or deny that person a benefit because the individual, acting in good faith and on the basis of reasonable belief:
  - a) Disclosed to the commissioner that Canadian Women & Sport has contravened or is about to contravene the *Act*;
  - b) Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene the *Act*; or
  - c) Has refused to do or stated an intention of refusing to do anything that is in contravention of the *Act*.

### **IP Address**

35. IP Address – Canadian Women & Sport does not collect, use or disclose personal information such as an IP Addresses.

### **Applicable Law**

36. Applicable Law – Canadian Women & Sport website is created and controlled by Canadian Women & Sport in the province of Ontario. As such, the laws of the province of Ontario shall govern these disclaimers, terms and conditions.



### **Review and Amendments**

37. Review and amendments shall take place bi-annually, in consultation with staff, the Board of Directors and subject-matter experts. The next review will take place in May 2022.

### **Consent Statement**

Canadian Women & Sport will include the following paragraph whenever Personal Information is being collected (or a variation, depending on the circumstances and purpose of the collection):

1. I authorize Canadian Women & Sport to collect and use personal information about me for the purposes described in Canadian Women & Sport's *Privacy Policy*.
2. In addition to the purposes described in Canadian Women & Sport's *Privacy Policy*, I authorize Canadian Women & Sport to:
  - a) Distribute my information to program or grant funding agencies
  - b) Photograph and/or record my image and/or voice on still or motion picture film and/or audio tape, and to use this material in the development of Canadian Women & Sport educational materials and to promote Canadian Women & Sport through the media of newsletters, websites, television, film, radio, print and/or display form. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes
  - c) Share my information with project partners only as necessary to fulfill the activities of the relevant project or initiative
  - d) Collect and share my information for statistical, scholarly or research purposes
3. I understand that I may withdraw such consent at any time by contacting Canadian Women & Sport's Privacy Officer. The Privacy Officer will advise the implications of such withdrawal.

### **Website Disclaimer**

Canadian Women & Sport will include the copyright and legal disclaimer in the applicable section on the Canadian Women & Sport website:

Website – The Canadian Women & Sport website is a product of Canadian Women & Sport. The information on the website is provided as a resource to those interested in Canadian Women & Sport. Canadian Women & Sport disclaims any representation or warranty, express or implied, concerning the accuracy, completeness or fitness for a particular purpose of the information. Persons accessing this information assume full responsibility for the use of the information and understand and agree that Canadian Women & Sport is not responsible or liable for any claim, loss or damage arising from the use of this information. Reference to specific products, processes or services does not constitute or imply recommendation or endorsement by Canadian Women & Sport. Canadian Women & Sport also reserves the right to make changes at any time without notice.



Outside Links – Links made available through the website may allow you to leave the Canadian Women & Sport site. Please be aware that the internet sites available through these links are not under the control of Canadian Women & Sport. Therefore, Canadian Women & Sport does not make any representation to you about these sites or the materials available there. Canadian Women & Sport is providing these links only as a convenience to you, and in no way guarantees these links and the material available there. Canadian Women & Sport is not responsible for privacy practices employed by other companies or websites.