



ROWONTARIO Privacy Policy

1. At ROWONTARIO, we respect the privacy needs of our valued participants, members and partners. This Privacy Policy governs the collection, use and disclosure of personal information in a manner that recognizes the right of individual privacy with respect to their personal information and the need of ROWONTARIO to collect use or disclose personal information. This policy is in compliance with the Personal information Collection and Electronic Documents Act (PIPEDA) (Canada, 2003). When personal information is collected by ROWONTARIO it is used for the purpose for which it is intended (i.e. responding to you regarding a question you asked, registering for a program or course, etc.).
2. **Definitions** – The following terms have these meanings in this Policy:
 - I. Act - Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada, 2003), hereafter expressed as “the Act”;
 - II. Personal Information – any information about an identifiable individual, but does not include an employee's name, title, business address or business telephone number;
 - III. Personal Health Information - any health information about an identifiable individual;
 - IV. Representatives – Directors, officers, employees, committee members, volunteers. Coaches and umpires with ROWONTARIO;
 - V. Privacy Officer – the ROWONTARIO Executive Director.
3. In addition to fulfilling all requirements of the Act, ROWONTARIO and its representatives will not:
 - I. Disclose personal information to a third party unless properly consented to;
 - II. Knowingly place themselves in a position where they are under obligation to any person to disclose personal information;
 - III. Derive personal benefit from personal information that they have acquired during the course of fulfilling their official duties with ROWONTARIO; and

- IV. Accept any gift or favor that could be construed as being given in anticipation of, or in recognition for, the disclosure of personal information.

4. Duties of the Privacy Officer:

- I. Implement policies and procedures to protect personal information and make these available publicly through the website;
- II. Establish procedures to receive and respond to complaints and inquiries;
- III. Ensure all staff implements the proper procedures to protect personal information;
- IV. Make his/her identity and contact information known and accessible to the public through the ROWONTARIO web site;
- V. Respond to all requests and inquiries in regards to personal information;
- VI. Train staff and communicate to staff information about ROWONTARIO policies and practices; and
- VII. Make an annual report to the ROWONTARIO Board or as circumstances dictate.

5. Collection and Consent for Personal Information

5.1 ROWONTARIO will only collect information necessary for registration to this Association and its events, information to determine eligibility for programs and events, the implementation of programs, compliance with government requirements and the purchase of resources. The request for information will included a written purpose for all information collected. The purpose will be stated in a manner that an individual can reasonably understand how the information will be used or disclosed.

Note: ROWONTARIO will require 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.

5.2 Consent may be written, oral or implied. In determining the form of consent to use, ROWONTARIO will take into account the sensitivity of the information, as well as the individual's reasonable expectations. Individuals may consent to the collection and specified used of personal information in the following ways :

- I. By filling out an application form;
- II. By signing a form;
- III. By checking a check off box;
- IV. By providing written consent either physically or electronically;
- V. By consenting orally in person; or
- VI. By consenting orally over the phone.

5.3 An individual may withdraw their consent to the use or disclosure of personal information at any time, subject to legal or contractual restrictions, provided the individual gives notice within five business days prior to the withdrawal. ROWONTARIO will inform the individual of the implications of such withdrawal.

5.4 Individuals under the age of consent:

Consent will not be obtained from individual who are minors, seriously ill, or mentally incapacitated and therefore will be obtained from a parent, legal guardian or person having power of attorney.

5.5 Third Parties:

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 according to ROWONTARIO Privacy Policy.

5.6 Exceptions for Collection — ROWONTARIO is not required to obtain consent for the collection, of personal information if:

- I. It is clearly in the individual's interests and consent is not available in a timely way;
- II. 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;
- III. The information is for journalistic, or literary purposes;
- IV. The information is publicly available as specified in the Act.

5.7 Exceptions for Use – ROWONTARIO may use personal information without the individual's knowledge or consent only:

- I. If ROWONTARIO 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;
- V. For an emergency that threatens an individual's life, health or security;
- VI. For statistical or scholarly study or research (ROWONTARIO must notify the Information and Privacy Commissioner of Ontario before using the information);
- VII. If it is publicly available as specified in the Act;
- VIII. If the use is clearly in the individual's interest and consent is not available in a timely way; or
- IX. 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.

5.8 Exceptions for Disclosure - ROWONTARIO may disclose personal information without the individual's knowledge or consent only:

- I. To a lawyer representing ROWONTARIO;
- II. To collect a debt the individual owes to ROWONTARIO;
- III. To comply with the law through a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- IV. In an emergency threatening an individual's life, health, or security (ROWONTARIO must inform the individual of the disclosure);
- V. For statistical, scholarly study or research (ROWONTARIO must notify the Information and Privacy Commissioner of Ontario before disclosing the information);
- VI. To an archival institution;
- VII. Twenty (20) years after the individual's death or 100 years after the record was created;

5.9 Retention Periods – Personal information will be retained for certain periods of time in accordance with the following:

- I. Registration data and athlete information will be retained for a period of three years after an individual has left the program in the event that the individual chooses to return to the program;
- II. Parental/family information will be retained for a period of three years after an individual has left the program in the event that the individual chooses to return to the program;
- III. Credit Card information will be destroyed immediately upon completion of a financial transaction;
- IV. Employee information will be retained for a period of seven years in accordance with Canada Revenue Agency requirements;
- V. Personal health information will be immediately destroyed when the individual chooses to leave the program;
- VI. Personal health information of Para-rowers will be retained for a period of three years after an individual has left the program in the event that the individual chooses to return to the program;
- VII. Marketing information will be immediately destroyed upon compilation and analysis of collected information;
- VIII. As otherwise may be stipulated according to the Act.

5.10 Destruction of Information – Documents will be destroyed by way of shredding and electronic files will be deleted in their entirety with the exceptions according to the Act.

5.11 Security - ROWONTARIO in its practice of collection and recordkeeping of personal information will keep accurate and up to date records as necessary for the programs and events of the Association in accordance with the Act. Ongoing upgrades to electronic security systems that are password protected are required. Personal information will be protected in a sensitive and safe manner with levels of accessibility according to the nature of the information.

6. Individual Access to Personal Information

6.1 In accordance with the Act, upon written request to the ROWONTARIO Privacy Officer, and with assistance from ROWONTARIO, an individual will be given access to that information. An individual may be denied access to his or her personal information and provided a written explanation as to why if:

- I. the information is prohibitively costly to provide;
- II. the information contains references to other individuals;
- III. the information cannot be disclosed for legal, security; or commercial proprietary reasons; and
- IV. the information is subject to solicitor-client or litigation privilege.

6.2 An individual will be able to challenge compliance with this Policy and the Act to the Privacy Officer accountable for compliance. The following process will be implemented. Upon receipt of a complaint ROWONTARIO will:

- I. Record the date the complaint is received;
- II. Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
- III. The Privacy Officer will acknowledge receipt of the complaint by way of telephone conversation and clarify the nature of the complaint within three (3) business days of receipt of the complaint;
- IV. The Privacy Officer will appoint an investigator using ROWONTARIO personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all files and personnel, within ten (10) business days of receipt of the complaint;
- V. Upon completion of the investigation and within twenty-five (25) business days of receipt of the complaint, the investigator will submit a written report to ROWONTARIO;
- VI. The Privacy Officer will 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 thirty (30) business days of receipt of the complaint.

7. Whistleblowing – ROWONTARIO must not dismiss, suspend, demote, discipline, harass or otherwise disadvantage an employee of ROWONTARIO, or deny that employee a benefit because the employee, acting in good faith and on the basis of reasonable belief who:

- I. Has disclosed to the Information and Privacy Commissioner of Ontario that ROWONTARIO has contravened or is about to contravene the Act;
- II. Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene this Act;
- III. Has refused to do something or stated an intention of refusing to do anything that is in contravention of the Act.

8. ROWONTARIO is committed to protecting your privacy and the personal information that you provide to us.

9. Should you have any questions or comments about this Privacy Policy or to report any violations of the Privacy Policy, please contact the Executive Director:

ROWONTARIO

19 Waterman Ave Suite 206

Toronto, Ontario, M4B 1Y2

By Phone: 416-759-8405

By Email: to the Executive Director

The ROWONTARIO Privacy Policy will be reviewed by the ROWONTARIO Privacy Officer to ensure compliance to PIPEDA on an annual basis.

Approved by:

Dated: January 2017