



Privacy Policy

Intent

Red Circle Hockey Club (RCHC) requires the collection of personal information in order to register members for various programs. RCHC is committed to protecting member personal information at all times and will only collect, use and disclose personal information to fulfill our operational responsibilities and as required by law. The purpose of this policy is to outline how RCHC collects, uses, discloses and maintains personal information.

Definitions

- Members – players, parents/guardians, coaches, assistant coaches, team officials, officials (referees and time keepers), convenors, board members and volunteers.
- Personal Information – means information about an identifiable individual, including:
 - Name;
 - Age;
 - Address;
 - Email address;
 - Phone number;
 - Medical information;
 - Preferred method of contact; and
 - Notes regarding member interests.

Policy/Procedure

Collecting Personal Information

Unless the purposes for collecting personal information are obvious and the member voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection. We will only collect member information that is necessary to fulfill the following purposes:

- To enrol individuals in our programs; and
- To contact our members regarding RCHC related events or to distribute RCHC related news/information.

Consent

We will obtain member consent to collect, use or disclose personal information. Consent can be provided in writing/electronically or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the member voluntarily provides personal information for that purpose.



Subject to certain exceptions (i.e. the personal information is necessary to provide a service) members can withhold or withdraw their consent for RCHC to use their personal information in certain ways. A member's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service. If so, we will explain the situation to assist the member in making the decision.

We may collect, use or disclose personal information without the member's knowledge or consent in the following limited circumstances:

- When the collection, use or disclosure of personal information is permitted or required by law;
- In an emergency that threatens an individual's life, health, or personal security;
- When we require legal advice from a lawyer;
- For the purposes of collecting a debt;
- To protect ourselves from fraud; and
- To investigate an anticipated breach of an agreement or a contravention of law.

Using and Disclosing Personal Information

We will only use or disclose our members personal information where necessary to fulfill the purposes identified at the time of collection or for a purpose reasonably related to those purposes such as:

- To conduct member surveys in order to enhance the provision of our services; and
- To contact our members directly about services or programs that may be of interest.

We will not use or disclose our members personal information for any additional purpose unless we obtain consent to do so or as required by law. We will not sell member lists or personal information to other parties.

Retaining Personal Information

We will retain member personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose. If we use member personal information to make a decision that directly affects the member, we will retain that personal information for at least one year so that the member has a reasonable opportunity to request access to it.

Ensuring Accuracy of Personal Information

We will make reasonable efforts to ensure that member personal information is accurate and complete where it may be used to make a decision about the member. Members may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought. If the personal information is



demonstrated to be inaccurate or incomplete, the member must correct the information as required.

Securing Personal Information

We are committed to ensuring the security of member personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks. The following security measures will be followed to ensure that member personal information is appropriately protected:

- The use of locked filing cabinets;
- Physically securing offices where personal information is held;
- The use of user IDs, passwords, encryption, firewalls; and
- Restricting access to personal information as appropriate (i.e. only those that need to know will have access).

We will use appropriate security measures when destroying member's personal information. We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Providing Members Access to Personal Information

Members have a right to access their personal information. However, access will not be granted to a member if the disclosure would reveal personal information about another individual.