

Canterbury Arts Centre Development Association Privacy Policy

Approved: Thursday June 10, 2004 by the Board of Directors.

1. Our Privacy Policy

(1) Canterbury Arts Centre Development Association (CACDA) is committed to respecting the personal information of its members, donors, volunteers, Board members, web-users and other stakeholders. In order to protect their privacy, CACDA adopts this Privacy Policy.

(2) This Policy is based on the requirements of federal and provincial laws, specifically, the *Personal Information Protection and Electronic Documents Act* (PIPEDA). These laws are to be regularly reviewed and the policy updated to reflect changes.

(3) The Chair is to review this policy annually and present it to the Executive for review.

(4) All Board members, volunteers and agents of CACDA are to be bound by agreement to comply with this Policy both during and after their term with CACDA is concluded. They are also encouraged to identify situations or procedures that may cause personal information to be at risk of unauthorized disclosure.

(5) The Chair may vary the application of this policy so as to limit or refuse the disclosure the information. Other variations in the application of the Policy require the approval of the Executive Committee.

2. Information Officer

The designated person responsible for ensuring compliance with PIPEDA is the Chair. The Chair is also responsible for the communication of the Policy to members, donors, patrons, volunteers and agents of CACDA.

3. Defining Personal Information

(1) Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. While certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information, they should be treated as such by CACDA to ensure that privacy is not compromised.

(2) Personal information does not include

- a. information about organizations or the name, title or business address or telephone number of an employee of an organization;
- b. information that does not identify individual persons, such as web traffic, surveys and demographics.

4. Collection of Personal Information

(1) CACDA collects personal information (such as contact name, address and telephone number, e-mail, credit card or ticket history) only from members, donors, volunteers, ticket-buyers and others who have actively shown or are likely to show at interest in the organization. This may be done by electronic media (e-mail, web access, etc), telephone, paper-based form and in person.

(2) Copies of the policy are to be available on the CACDA website and by special request at the main office at 900 Canterbury Ave.

5. Storage of Personal Information

(1) Personal information is stored in our databases and in hard copy files. Only authorized CACDA volunteers or its agents may have access to this information. Every effort will be made to protect this information from unauthorized physical and electronic access.

(2) Personal information that is no longer required to fulfill the stated purpose must be destroyed or made anonymous as follows:

- a. paper records must be shredded or destroyed;
- b. electronic media must be destroyed or irrevocably electronically wiped;
- c. financial and sensitive information shall be destroyed no more than two years after it is collected unless it is specifically still being used by CACDA.

6. Use of Personal Information

(1) CACDA uses personal information to better serve its members and to expand its community. Primarily, this includes mailings (by mail or electronic) and phone calls to:

- a. provide information about programs and fundraising campaigns for CACDA and the Endowment Fund;
- b. thank supporters and issue tax receipts;
- c. invite members and supporters to special events by CACDA,
- d. sell tickets and solicit donations for CACDA and the Endowment Fund;
- e. inform members and volunteers about news about CACDA and Arts Canterbury.

(2) CACDA is committed to using personal information in a respectful and useful way. Members and supporters will receive information that CACDA believes will be in their interest. CACDA will also make sure its members, patrons and donors do not receive more than a reasonable number of letters or phone calls.

(3) If an individual requests that their personal information not be used for one of these purposes as noted above, or for any other purpose, that request will be honoured. The individual's account will be updated accordingly. This may limit the information this individual receives about future events by CACDA.

7. Disclosure of Personal Information

(1) CACDA never sells or rents personal information to any third party or organization.

(2) Financial details about an individual or an individual's level of financial support must never be provided to any external partner.

(3) If information is received from an external organization, it must be treated with the same respect as information about CACDA donors, members and volunteers.

8. Verification of Personal Information

An individual may request to know what information is stored about them. The request must be made in writing and every effort must be made to verify that the person requesting this information is authorized to do so. The response is to be made in writing to the address of the person. Financial or credit card information must not be provided, but can only be confirmed.

9. Questions and Comments

DO YOU HAVE A CONCERN?

Our information officer Judy Kirsh can be reached the following ways:

By writing:

Judy Kirsh (Chair of CACDA)
900 Canterbury Ave
Ottawa, Ont
K1G 3A7

email: info@cacda.com

If you wish to make a formal complaint about our privacy practices, you may make it in writing to our information officer. She will acknowledge receipt of your complaint, ensure that it is investigated promptly and that you are provided with a formal decision and reasons in writing.

For more general inquiries, the Information & Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information & Privacy Commissioner can be reached at 112 Kent St., Ottawa K1A 1H3. Phone (613) 995-8210 or toll-free 1-800-282-1376 Fax (613) 947-6850 TTY (613) 992-9190 www.privcom.gc.ca