



Policy Name: Privacy
Date Approved: September 24, 2024
Next Review Date: September 2027

PREAMBLE

Privacy of personal information is governed by the Personal Information Protection and Electronics Documents Act ("PIPEDA"). This policy is based on the standards required by PIPEDA, and the Northern Ontario Curling Association (NOCA) interpretation of these responsibilities.

DEFINITIONS

The following terms have these meanings in this Policy:

Act: Personal Information Protection and Electronic Documents Act.

Commercial Activity: any particular transaction, act or conduct that is of a commercial character.

Personal Information: any information about an identifiable individual including information that relates to their personal characteristics including, but not limited to, gender, age, income, social insurance number, home address or phone number, athletic testing and results, email, ethnic background, family status, health history and health conditions.

Representatives: All categories of membership defined in the NOCA Constitution and Bylaws as well as all prospective participants, individuals employed by, or engaged in activities with, the NOCA including, but not limited to, athletes, coaches, officials, volunteers, managers, administrators, directors and officers of the NOCA, spectators at events, and parents/guardians of athletes.

Privacy Officer – the Executive Director

PURPOSE

The purpose of this policy is to govern the collection, use and disclosure of personal information during commercial activities in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of NOCA to collect, use or disclose personal information.

POLICY

1. Statutory Obligations – NOCA is governed by the Personal Information Protection and Electronic Documents Act in matters involving the collection, use and disclosure of personal information.
2. Additional Obligations – In addition to fulfilling all requirements of the Act, the NOCA will:
 - a) Not 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) Not 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, not disclose personal information to family members, friends or colleagues, or to organizations in which their family members, friends or colleagues have an interest;
 - d) Not derive personal benefit from personal information that they have acquired during the course of fulfilling their duties with the NOCA; and
 - e) Not accept any gift or favor that could be construed as being given in anticipation of, or in recognition for, the disclosure of personal information.
3. Ruling on Policy – Except as provided in the Act, the NOCA's Privacy Officer will have the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

Accountability

4. Privacy Officer – the privacy officer for the NOCA is the Executive Director, who is responsible for the implementation of this policy, monitoring information collection and data security and ensuring that all employees receive 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:

Northern Ontario Curling Association
C/O Privacy Officer
P.O. Box 14527 Bayly St.
Ajax, ON
L1S 7L4
info@curlnoc.ca

5. Duties – The Privacy Officer will:
 - a) Implement procedures to protect personal information;

- b) Establish procedures to receive and respond to complaints and inquiries;
 - c) Ensure any third-party providers abide by this policy; and
 - d) Train and communicate to staff information about the NOCA's policies and practices.
6. Employees – The NOCA will be responsible to ensure that its employees, contractors, agents, or otherwise are compliant with the Act and this Policy.

Identifying Purposes

7. Purpose – Personal information may be collected from Representatives and prospective Representatives and will only be used to meet and maintain the highest standards related to the organization and programming of curling. The NOCA will use personal information for purposes that include, but are not limited to, the following:
- a) Ensuring¹ the provision of high-quality products and/or services;
 - b) Providing communications from NOCA and their sponsors in regards to E-news, e-mails, bulletins, donation requests, invoices, notifications, merchandise sales, newsletters, programs, events and activities;
 - c) Establishment and management of trust funds and distribution of honorariums;
 - d) Database entry at the Coaching Association of Canada to determine level of coaching certification and qualifications;
 - e) Coach and athlete selection;
 - f) Database entry to determine level of officiating and ice technician certification and qualifications;
 - g) Determination of eligibility, age group and appropriate level of play/competition;
 - h) Implementation of NOCA's Safe Sport program;
 - i) Implementation of anti-doping policies and drug testing;
 - j) Promotions, sale of merchandise and financial transactions*;
 - k) Medical emergency;
 - l) Award nominations;
 - m) Biographical information;
 - n) Competition and NOCA registration;
 - o) Outfitting uniforms, monitoring eligibility, arranging travel and various components of athlete and team selection;
 - p) Technical monitoring, officials training, educational purposes, media publications, and sport promotion;
 - q) Purchasing equipment, manuals, resources and other products and/or services;

¹*Financial information, for example credit card numbers, will not be maintained by the NOCA and will be deleted upon completion of the applicable financial transaction.

- r) Publishing articles, media relations and posting on the NOCA's website, publications, displays or posters;
 - s) Determination of membership demographics and program wants and needs;
 - t) Managing payroll, health benefits, insurance claims or insurance investigations;
 - u) Compliance with stakeholder reporting requirements (i.e. Ministry of Tourism Culture and Sport, National Sport Organization);
 - v) Other purposes deemed necessary by the NOCA's Privacy Officer while in compliance with the Act.
8. Purposes not identified – The NOCA will seek consent from individuals when personal information is used for commercial purposes not identified herein or previously identified. This consent will be documented as to when and how it was received.
9. User ID and/or Password – A Representative or potential Representative is solely responsible for any User ID and/or password to access the NOCA website or other web-based platforms used to manage the business of the organization, and will not disclose their User ID or password to any third party. Upon such disclosure, the Representative or potential Representative will be solely responsible for the actions resulting from the disclosure.
10. Cookies – In order for the NOCA to ensure its website is well managed and to facilitate improved navigation, the NOCA may use cookies (small text files stored in a Representative's or potential Representative's browser) or web beacons (electronic images that allow the OCC website to count visitors who have accessed a particular page and to access certain cookies) to collect aggregate data. Aggregate data may include IP address, domain, browser type and pages visited. Cookies or web beacons used by the NOCA do not collect any personal information such as name, address or email address. Representatives and potential Representatives may have web browsers which permit the user to decline cookies, however, under specific circumstances; the NOCA website may deny access to some part of its website if the browser is set to decline cookies.
11. Social Media User Agreement and Terms of Use – In addition to the requirements and information provided within this Policy, Representatives and Potential Representatives accessing the NOCA website and/or social media platforms are also subject to the terms and conditions of the NOCA Social Media User Agreement and Terms of Use.

Consent

12. Consent – The NOCA will obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of the applicable personal information. The NOCA may collect personal information without consent where reasonable to do so and where permitted by law.

13. Implied Consent – By providing personal information to the NOCA in any format, including but not limited to email, personal correspondence, letter or via registration, individuals are consenting to the use of the information for the purposes identified in this policy.
14. Withdrawal – An individual may withdraw consent in writing to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions. The NOCA will inform the individual of the implications of such withdrawal.
15. Legal Guardians – Consent will not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore when known will be obtained from a parent, legal guardian or person having power of attorney.
16. Exceptions for Collection – The NOCA 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.
17. Exceptions for Use – The NOCA may use personal information without the individual's knowledge or consent only:
 - a) If the NOCA 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.
18. Exceptions for Disclosure – The NOCA may disclose personal information without the individual's knowledge or consent only:
 - a) To a lawyer representing the NOCA;
 - b) To collect a debt the individual owes to the NOCA;

- 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 NOCA's initiative when NOCA 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 (NOCA 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

- 19. Limiting Collection, Use and Disclosure – The NOCA will not collect, use or disclose personal information indiscriminately. Information collected will be for the purposes specified in Article 3.1, except with the consent of the individual or as required by law.
- 20. Retention Periods – Personal information will be retained as long as reasonably necessary to enable participation in the NOCA, to maintain accurate historical records and or as may be required by law.
- 21. Destruction of Information – Documents will be destroyed by way of shredding and electronic files will be deleted in their entirety.

Safeguards

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

Individual Access

- 23. Access – Upon written request, and with assistance from the NOCA, an individual may be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. As well, 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.

24. Response – Requested information will 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.
25. Denial – An individual may be denied access to his or her personal information if:
 - a) This information is prohibitively costly to provide;
 - b) The information contains references to other individuals;
 - c) The information cannot be disclosed for legal, security or commercial proprietary purposes;
 - d) The information is subject to solicitor-client or litigation privilege.
26. Reasons – Upon refusal, the NOCA will inform the individual the reasons for the refusal and the associated provisions of PIPEDA.
27. Identity – Sufficient information will 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

28. Challenges – An individual will be able to challenge compliance with this Policy and the Act to the designated Privacy Officer.
29. Procedures – Upon receipt of a complaint the NOCA will:
 - 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;
 - d) Appoint an investigator using NOCA 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 related files and personnel.
 - e) Upon completion of the investigation, the investigator will submit a written report to NOCA.
 - f) Notify the complainant the outcome of the investigation and any relevant steps taken to rectify the complaint, including any amendments to policies and procedures.

Applicable Law

30. Applicable Law – The laws of the province of Ontario will govern.