

## PRIVACY POLICY

*\*For not-for-profit organizations in Alberta, the privacy of personal information is governed, federally, by the Personal Information Protection and Electronic Documents Act (PIPEDA) and, provincially, by the Personal Information Privacy Act (PIPA). This Policy is based on the standards required by PIPEDA and PIPA as interpreted by Synchro Alberta\**

### Definitions

1. The following terms have these meanings in this Policy:
  - a) *"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, home phone number, ethnic background, family status, health history, and health conditions
  - b) *"Stakeholder"* – Individuals employed by, or engaged in activities on behalf of, Synchro Alberta including: coaches, staff members, contract personnel, volunteers, managers, administrators, committee members, and directors and officers of Synchro Alberta
  - c) *"Participants"* – All categories of membership defined in the Synchro Alberta By-laws as well as all individuals employed by, or engaged in activities with, Synchro Alberta including, but not limited to, athletes, coaches, officials, volunteers, administrators, and directors and officers of Synchro Alberta

### Purpose

2. Synchro Alberta recognizes Participants' right to privacy with respect to their Personal Information. This Policy describes the way that Synchro Alberta collects, uses, safeguards, discloses, and disposes of Personal Information.

### Application of this Policy

3. This Policy applies to all Stakeholders and Participants.

### Obligations

4. Synchro Alberta is obligated to follow and abide by PIPEDA and PIPA in all matters involving the collection, use, and disclosure of Personal Information.
5. In addition to fulfilling the legal obligations required by PIPEDA and PIPA, Stakeholders will not:
  - a) Publish, communicate, divulge, or disclose to any unauthorized person, firm, corporation, or third party any Personal Information without the express written consent of the Participant
  - 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, colleagues, or 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 Synchro Alberta
  - 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**

6. The Privacy Officer is responsible for the implementation of this policy and monitoring information collection and data security, and 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:

Synchro Alberta  
11759 Groat Road  
Edmonton, AB  
T5M 3K6  
Tel: 780-415-1789  
Email: [jluzia@synchroalberta.com](mailto:jluzia@synchroalberta.com)

7. The Privacy Officer will:
- Implement procedures to protect personal information
  - Establish procedures to receive and respond to complaints and inquiries
  - Record all persons having access to personal information
  - Ensure any third party providers abide by this policy
  - Train and communicate to staff information about the Synchro Alberta's privacy policies and practices.

### **Identifying Purposes**

8. Synchro Alberta may collect Personal Information from Members and prospective Members for purposes that include, but are not limited to:

#### *Communications*

- Sending communications in the form of e-news or a newsletter with content related to Synchro Alberta programs, events, fundraising, activities, discipline, appeals, and other pertinent information
- Publishing articles, media relations and postings on Synchro Alberta website, displays or posters
- Award nominations, biographies, and media relations
- Communication within and between Stakeholders and Members
- Discipline results and long term suspension list
- Checking residency status

#### *Registration, Database Entry and Monitoring*

- Registration of programs, events and activities
- Database entry at the Coaching Association of Canada and to determine level of coaching certification coaching qualifications and coach selection.
- Database entry to determine level of officiating certification and qualifications
- Determination of eligibility, age group and appropriate level of play/competition
- Registration, outfitting uniforms, and various components of athlete and team selection
- Technical monitoring, officials training, educational purposes, sport promotion, and media publications

#### *Sales, Promotions and Merchandising*

- Purchasing equipment, coaching manuals, resources and other products
- Promotion and sale of merchandise

#### *General*

- o) Travel arrangement and administration
  - p) Implementation of Synchro Alberta screening program
  - q) Medical emergency, emergency contacts or reports relating to medical or emergency issues
  - r) Determination of membership demographics and program wants and needs
  - s) Managing insurance claims and insurance investigations
  - t) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends
  - u) Video recording and photography for promotional use, marketing and advertising by Synchro Alberta
  - v) Payroll, honorariums, company insurance and health plans
9. Stakeholders may collect Personal Information from Members and prospective Members for other purposes, provided that documented consent specifying the use of the Personal Information is obtained from the Members or prospective Members.

### Consent

10. By providing Personal Information to Synchro Alberta, Participants are implying their consent to the use of that Personal Information for the purposes identified in the **Identifying Purposes** section of this Policy.
11. At the time of the collection of Personal Information and prior to the use or disclosure of the Personal Information, Synchro Alberta will obtain consent from Participants by lawful means. Synchro Alberta may collect Personal Information without consent when it is reasonable to do so and permitted by law.
12. In determining whether to obtain written or implied consent, Synchro Alberta will take into account the sensitivity of the Personal Information, as well the Participants' reasonable expectations. Participants may consent to the collection and specified use of Personal Information in the following ways:
- a) Completing and/or signing an application form
  - b) Checking a check box, or selecting an option (such as 'Yes' or 'I agree')
  - c) Providing written consent either physically or electronically
  - d) Consenting orally in person
  - e) Consenting orally over the phone
13. Synchro Alberta will not, as a condition of providing a product or service, require Participants to consent to the use, collection, or disclosure of Personal Information beyond what is required to fulfill the specified purpose of the product or service.
14. A Participant may withdraw consent in writing, at any time, subject to legal or contractual restrictions. Synchro Alberta will inform the Participant of the implications of withdrawing consent.
15. Synchro Alberta will not obtain consent from Participants who are minors, seriously ill, or mentally incapacitated. Consent from these individuals will be obtained from a parent, legal guardian, or a person having power of attorney.
16. Synchro Alberta is not required to obtain consent for the collection of Personal Information, and may use Personal Information without the Participant's knowledge or consent, only if:
- a) It is clearly in the Participant's interests and the opportunity for obtaining consent is not available in a timely way

- b) Knowledge and consent would compromise the availability or accuracy of the Personal Information and collection is required to investigate a breach of an agreement or a contravention of a federal or provincial law
  - c) An emergency threatens a Participant's life, health, or security
  - d) The information is publicly available as specified in PIPEDA and/or PIPA
17. Synchro Alberta is also not required to obtain consent for the collection of Personal Information if the information is for journalistic, artistic, or literary purposes.
18. Synchro Alberta may disclose Personal Information without the Participant's knowledge or consent only:
- a) To a lawyer representing Synchro Alberta
  - b) To collect a debt that the Participant owes to Synchro Alberta
  - 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 and identified its lawful authority, if that government institution indicates that disclosure is for one of the following purposes: enforcing or carrying out an investigation, gathering intelligence relating to any federal, provincial, or foreign law, national security or the conduct of international affairs, or administering any federal or provincial law
  - e) To an investigative body named in PIPEDA or PIPA or a government institution, if Synchro Alberta believes the Personal Information concerns a breach of an agreement, contravenes a federal, provincial, or foreign law, or if Synchro Alberta suspects the Personal Information relates to national security or the conduct of international affairs
  - f) To an investigative body for 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 a Participant's life, health, or security (Synchro Alberta will inform the Participant of the disclosure)
  - h) To an archival institution
  - i) 20 years after the individual's death or 100 years after the record was created
  - j) If it is publicly available as specified in PIPEDA and/or PIPA
  - k) If otherwise required by law

### **Accuracy, Retention, and Openness**

19. In order to minimize the possibility that inappropriate Personal Information may be used to make a decision about a Participant, Personal Information will be accurate, complete, and as up-to-date as is necessary for the purposes for which it will be used.
20. Personal Information will be retained as long as reasonably necessary to enable participation in Synchro Alberta programs, events, and activities, and in order to maintain historical records as may be required by law or by governing organizations.
21. Stakeholders will be made aware of the importance of maintaining the confidentiality of Personal Information and are required to comply with Synchro Alberta's *Confidentiality Policy*.
22. Personal Information will be protected against loss or theft, unauthorized access, disclosure, copying, use, or modification by security safeguards appropriate to the sensitivity of the Personal Information.
23. Personal Information that has been used to make a decision about a Participant will be maintained for a minimum of one year in order to allow the individual the opportunity to access the Personal Information after the decision has been made.
24. Synchro Alberta will make the following information available to Participants:

- a) This *Privacy Policy*
- b) Any additional documentation that further explains Synchro Alberta's *Privacy Policy*
- c) The name or title, and the address, of the person who is accountable for Synchro Alberta's *Privacy Policy*
- d) The means of gaining access to Personal Information held by Synchro Alberta
- e) A description of the type of Personal Information held by Synchro Alberta, including a general account of its use
- f) Identification of any third parties to which Personal Information is made available

### **Access**

25. Upon written request, and with assistance from Synchro Alberta after confirming the Participant's identity, Participants may be informed of the existence, use, and disclosure of their Personal Information and will be given access to that Personal Information. Participants are also entitled to be informed of the source of the Personal Information, and provided with an account of third parties to which the Personal Information has been disclosed.
26. Unless there are reasonable grounds to extend the time limit, requested Personal Information will be disclosed to the Participant, at no cost to the Participant, within thirty (30) days of receipt of the written request.
27. Participants may be denied access to their 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
  - d) Is subject to solicitor-client privilege or litigation privilege
28. If Synchro Alberta refuses a request for Personal Information, it shall inform the Participant the reasons for the refusal and identify the associated provisions of PIPEDA and/or PIPA that support the refusal.

### **Compliance Challenges**

29. Participants are able to challenge Synchro Alberta for its compliance with this Policy.
30. Compliance challenges shall be addressed under Synchro Alberta's *Discipline and Complaints Policy*, with the person accountable for Synchro Alberta's *Privacy Policy* serving as the Respondent. Synchro Alberta must:
  - a) Record the date that the challenge was received
  - b) Within seven (7) days of receiving the challenge, acknowledge receipt of the challenge and clarify the nature of the challenge by way of telephone conversation
  - c) Appoint a Case Manager; pursuant to Synchro Alberta's *Discipline and Complaints Policy*, who shall follow Synchro Alberta's *Discipline and Complaints Policy* in order to resolve the challenge
  - d) Take any relevant steps to rectify the challenge, which may include amending Synchro Alberta's *Privacy Policy* and/or sanctioning certain Stakeholders (pursuant to the Sanctions section of Synchro Alberta's *Discipline and Complaints Policy*)
31. Synchro Alberta will not dismiss, suspend, demote, discipline, harass, or otherwise disadvantage any Synchro Alberta Participant or Stakeholder who:
  - a) Challenges Synchro Alberta for its compliance with this Policy
  - b) Refuses to contravene this Policy, PIPEDA, or PIPA
  - c) Takes precautions not to contravene this Policy, PIPEDA, or PIPA; even though said precautions may be in opposition to the regular duties performed by the Participant or Stakeholder

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