

COMOX VALLEY AIR FORCE MUSEUM ASSOCIATION (CVAFMA)  
POLICIES AND PROCEDURES

83-1

PROTECTION OF PERSONAL INFORMATION – PRIVACY POLICY

General

1. The Comox Valley Air Force Museum Association (hereafter CVAFMA or Association) is a society incorporated under the *Society Act* of British Columbia. As such, it is an "entity" as defined in the *Personal Information Protection Act* (PIPA) of British Columbia. As an entity, the Association is required under the PIPA to have a Privacy Policy and to ensure that all Association members have a copy of the policy. CVAFMA will also provide a copy of the policy to all CVAFMA contractors and to the Director, Comox Air Force Museum. This Privacy Policy implements CVAFMA Bylaw 83.

CVAFMA Commitment to Privacy

2. CVAFMA is committed to maintaining the security, confidentiality and privacy of the personal information of any identifiable individual when such information is under its control. CVAFMA has always respected such privacy and remains committed to do so in the future. CVAFMA has produced this written Privacy Policy to document that commitment and to comply with the requirements of the PIPA.

Scope Of Privacy Policy

3. This Privacy Policy applies to CVAFMA as a whole, to the CVAFMA Board of Directors and to all CVAFMA members in the course of their Association activities, and to all CVAFMA contractors in the course of their agreed work activities. This Privacy Policy addresses personal information about identifiable individuals and does not apply to the information collected, used or disclosed with respect to corporate or commercial entities.

4. Although the Association may choose to protect the privacy of personal information that is not protected by the PIPA, this Privacy Policy does not impose any limits on CVAFMA with respect to the collection, use or disclosure of personal information which is not protected by the PIPA, examples of which include:

- a. Business contact information which means information to enable an individual at a place of business to be contacted, such as the name, title or position of the individual, business telephone number, business address, business e-mail or business facsimile number of the individual;
- b. Information for which the PIPA deems there to be consent for use, such as the collection, use and disclosure of information that is voluntarily provided by an individual and, at the time it is provided, the purpose for its collection would be considered to be obvious to a reasonable person; and
- c. Publicly available information recognized under the PIPA, such as the name, address, telephone number and other personal information of a subscriber that appears in a telephone directory or is available through a directory assistance service, if the directory or directory assistance service is available to the public and the subscriber is permitted to refuse to have his personal information included in the directory or made available by a directory assistance service.

Definitions

5. In this Policy:

- a. "collection" means the act of gathering, acquiring, or obtaining personal information from any source, including third parties, by any means;
- b. "consent" means voluntary agreement to the collection, use and disclosure of personal information for specified purposes. Consent may be express or implied. Express consent can be given orally or in writing, is unequivocal and does not require any inference on the part of the Association. Implied consent exists when CVAFMA can reasonably infer consent based upon the individual's action or inaction;
- c. "disclosure" means making personal information available to a third party;
- d. "personal information" means information about an identifiable individual but does not include business contact information of that person. Personal information does not include information that is about corporate or commercial entities. It also does not include information that cannot be associated with a specific individual. Personal information collected by CVAFMA will include: name, postal address, the date of application for membership in the Association and the date

membership in the Association ceased (these four elements of information are mandatory requirements of the Register of Members, a permanent document prescribed by the *Society Act*), signature, telephone number(s), type of membership and expiry date if applicable and e-mail address if given. The personal information on CFAFMA records may also include: credit card number(s) or bank chequing account number(s) if these were provided during membership application/ renewal, or if provided when paying for tickets for a CVAFMA function or when making a charitable donation to CVAFMA; the value and nature of charitable donations to CVAFMA; facsimile number(s); date of birth; and photograph(s).

NOTE: Photographs. Photograph(s) of a CVAFMA member acquired by CVAFMA for purposes such as preparation of an application for an identification document which contains a photograph or for a wall display created for Museum management purposes would be personal information and would be covered by this Policy. Photograph(s) of a CVAFMA member resulting from journalistic activity regarding Association activities or CVAFMA members' activities in the Museum are not personal information under the PIPA and, therefore, are not affected by this Policy.

- e. "PIPA" means the British Columbia *Personal Information Protection Act* S.B.C. 2003, c.63, as amended from time to time;
- f. "third party" means an individual or organization other than CVAFMA and the individual whose personal information the Association has collected;
- g. "Privacy Officer" means the CVAFMA Secretary, designated by Bylaw 83 as being responsible for CVAFMA compliance with this Policy and who can be contacted as shown below; and
- h. "use" means the treatment and handling of personal information by and within the Association.

#### CVAFMA Privacy Principles

6. Accountability. CVAFMA is responsible to protect personal information under its control. The Association Privacy Officer is the Secretary. The Privacy Officer may delegate such duty to another individual and accordingly, such other individual may be responsible for the collection, use and disclosure of personal information. Should such delegation of duty occur, the position, name or title of such other individual will be made available to all members of the Association.

The CVAFMA Secretary may be contacted by mail at the official address of the Association:

Comox Valley Air Force Museum Association  
Building 11, 19 Wing Comox  
PO Box 1000, Station Main  
Lazo, B.C., V0R 2K0

The CVAFMA Board of Directors will adopt and approve procedures to protect personal information, receive reports from the Privacy Officer with regard to complaints and inquiries under this Policy and train members regarding its privacy policies and procedures.

7. Purposes. CVAFMA collects, uses and discloses personal information for the following reasons:
- a. To enable CVAFMA to provide and administer services needed and requested within the Association, eg - to identify members and to be able to contact them;
  - b. To enable CVAFMA to work as required with other organizations such as the Comox Air Force Museum, the Department of National Defence and the Canadian Armed Forces; and
  - c. To comply with legal or regulatory requirements should such be imposed on CVAFMA.

To carry out its aims, CVAFMA may be required to share personal information with third parties, such as those referred to above. Association members may request CVAFMA to not disclose their personal information to any or all of these third parties at any time by giving written notice to the Privacy Officer.

When personal information that has been collected is to be disclosed for a purpose not previously identified, the new purpose shall be identified prior to disclosure and consent for disclosure shall be obtained from the Association member(s) affected unless the disclosure is authorized or required by the PIPA or other provincial law or by Canadian federal law.

8. Consent. CVAFMA will obtain a member's consent to collect, use or disclose personal information except where CVAFMA is authorized or required by PIPA or other laws to do so without consent, or where consent is deemed to have been obtained. For example, CVAFMA may collect, use or disclose personal information without a member's knowledge or consent where:

- a. CVAFMA is collecting information that is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- b. CVAFMA is required or authorized by law to collect the information;
- c. CVAFMA reasonably expects that collection with consent would compromise the availability or accuracy of the personal information and the collection is reasonable for an investigation or proceeding; or
- d. CVAFMA requires the information for the medical treatment of the individual and the individual is unable to give consent.

A CVAFMA member's consent can be expressed, implied, deemed, written or verbal and it may be given by the member personally, in writing, electronically or through an authorized representative such as an attorney, a representative under a Representation Agreement, a guardian, a lawyer or other agent.

Consent may be provided through inaction, such as when a CVAFMA member fails to notify the Privacy Officer that he/she does not wish his/her personal information to be collected, used or disclosed following reasonable notice that CVAFMA intends to take such action.

An Association member may withdraw consent at any time, subject to legal or contractual restrictions, provided that reasonable notice of withdrawal of consent is given to CVAFMA. On receipt of notice of withdrawal of consent, the President will inform the member of the likely consequences of the withdrawal of consent, which may include the inability of the Association to provide certain services for which that information is necessary.

9. Limits On Collection Of Personal Information. CVAFMA will limit collection of personal information to that which is reasonable and necessary to carry out its purposes and which is reasonable and necessary for the purposes consented to by an Association member. CVAFMA will also collect information as authorized or required by the PIPA or other laws.

10. Limits For Using, Disclosing And Retaining Personal Information. Personal information will only be used or disclosed for the purposes set out above and as authorized by PIPA and other laws. CVAFMA will keep personal information used to make a decision affecting an individual for a minimum of at least one year after using it to make that decision. CVAFMA will destroy, erase or make anonymous all documents or other records containing personal information as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information and retention is no longer necessary for legal or business purposes. CVAFMA will take due care when destroying personal information so as to prevent unauthorized disclosure of the information.

11. Accuracy of Personal Information. CVAFMA will make reasonable efforts to ensure that personal information it has collected or is using or disclosing is accurate and complete. In some cases, CVAFMA relies on its members to ensure that certain information, such as an address or telephone number or personal e-mail address, is current, complete and accurate. If a CVAFMA member demonstrates inaccuracy or incompleteness of personal information, CVAFMA will amend the information as required. If appropriate, CVAFMA will send the amended information to third parties to whom the original information was disclosed. When a challenge regarding the accuracy of personal information is not resolved to a CVAFMA member's satisfaction, the Privacy Officer will annotate the personal information under CVAFMA control that the correction was requested but not made.

12. Safeguarding Personal Information. CVAFMA will protect personal information in its custody or control by making reasonable security arrangements to prevent unauthorized access, collection, use, disclosure, copying, modification or disposal. The CVAFMA membership list, current or past, will not be released to any person or organization outside CVAFMA without the specific approval of the Privacy Officer or, in the temporary absence of the Privacy Officer, the President of CVAFMA. CVAFMA will take reasonable steps, through contractual or other reasonable means, to ensure that a comparable level of personal information protection is implemented by those organizations with which it works and to which it may disclose personal information. Some specific safeguards include:

- physical measures such as locked filing cabinets;
- organizational measures such as restricting employee access to files and databases;
- electronic security measures such as passwords and firewalls;
- regular reviews of processes in place to safeguard personal information; and
- investigative measures where CVAFMA has reasonable grounds to believe that personal information is being inappropriately collected, used or disclosed.

Confidentiality and security are not assured when information is transmitted through e-mail, facsimile or other electronic communication means. CVAFMA will not be responsible for any loss or damage suffered as a result of a breach of security and/or confidentiality when information is transmitted to the Association by e-mail, facsimile or other electronic communication means or when CVAFMA transmits such information by any such means at an individual's request.

13. Openness. CVAFMA is open about the policies and procedures it uses to protect personal information. Information about these policies and procedures will be made available in writing and electronically. However, to ensure the integrity of CVAFMA security procedures, the Committee will not disclose sensitive information about its policies and procedures. Upon request, CVAFMA will make available a description of the type of personal information held by the Society, and a general description of its use and disclosure.

14. Providing Access:

- a. An Association member has the right to request access to his or her personal information which is held by CVAFMA. Upon written request and authentication of identity, CVAFMA will provide the requesting member with the personal information under its control, information about the ways in which that information is being used and a description of the individuals and organizations to whom that information has been disclosed. CVAFMA will make this data available within 30 days from receipt of the request or will provide written notice when additional time is required to fulfill the request;
- b. In some situations, CVAFMA may not be able to provide access to certain personal information. This may occur when, for example, disclosure would reveal personal information about another individual, the personal information is protected by solicitor/client privilege, the information was collected for the purposes of an investigation or the Association is prevented by law from providing access to the personal information;
- c. CVAFMA will charge no fee to respond to a written request by a member for access to his/her personal information; and
- d. When an access request is refused, CVAFMA will provide the requesting member, in writing, with the reasons for refusal and will outline further steps which are available to the member.

15. Compliance. Any inquiries, complaints or questions regarding this Privacy Policy should be directed in writing to the CVAFMA Privacy Officer. All requests for access to personal information on any member of CVAFMA received from any person or organization outside the Association are to be referred to the Privacy Officer. Any person who is not satisfied with the response of the Privacy Officer or CVAFMA to his/her written request for access to personal information or to his/her complaint regarding CVAFMA handling of his/her personal information may contact the Information and Privacy Commissioner for British Columbia – contact information is given below.

Policy Management

16. Amendments to the Privacy Policy. Amendments to this Privacy Policy require the approval of the CVAFMA Board of Directors and will be fully discussed at a Board meeting before that approval is given.

Further Information on Privacy Regulation in BC

17. Further Information. Further information on the regulation of privacy and protection of personal information in British Columbia is available from the Office of the Information and Privacy Commissioner, PO Box 9038, Station Provincial Government, Victoria, BC, V8W 9A4, 250-387-5629

Internet web-site: [www.oipc.bc.ca/private/](http://www.oipc.bc.ca/private/)

PIPA Hot Line 250-356-1851