	YMCA of Central East Ontario	Approval Date: April 26, 2017 Created: April 2017 Approval: April 26, 2017
Policy: Privacy Policy		Status: APPROVED

Intent and Scope

The YMCA is committed to protecting the privacy of the personal information of its participants, members, donors, parents/guardians, staff, volunteers and independent contractors. We value the trust of those we deal with, and the public, and recognize that maintaining this trust requires that we be accountable in how we treat the information that is shared with us. During the course of our various projects and activities, we frequently gather and use personal information. Anyone from whom we collect information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. YMCA staff and volunteers, having access to personal information, must follow the ten fair information principles and steps for implementing these principles, in keeping with privacy laws (Appendix A).

Defining Personal Information

Personal information is about an identifiable individual.


- Examples of personal information include, but are not limited to, name, address, gender, age, ID numbers, income, racial or ethnic origin, relationship status, staff files, payment or medical/health records, assessments or evaluations
- An individual's name does not need to be attached to the information in order for it to qualify as personal information
- Personal information does not include name, title, business address, or business phone number of staff of an organization.

Privacy Practices

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

Updating of Privacy Policy

We regularly review our privacy practices for our various activities, and update our policy. Please check our website on an on-going basis for information on our most up-to-date practices. Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at <https://www.priv.gc.ca/en/>

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Appendix A - Principles Set Out in the National Standard of Canada Entitled Model Code for the Protection of Personal Information

Source: Personal Information Protection and Electronic Documents Act (PIPEDA)

Principle 1 – Accountability

The YMCA is responsible for personal information under its control and shall designate an individual or individuals who are accountable for the organization’s compliance with established privacy principles. The Vice President of Association Services (VP) and General Managers (GMs) are responsible for and shall oversee compliance by their staff with YMCA privacy protection procedure and fair information principles, to ensure:

- a) Purposes are defined for collection of personal information;
- b) Consents are obtained;
- c) Collection, use and disclosure of personal information is limited;
- d) Information used is accurate, complete and up-to-date;
- e) Adequate safeguards protect personal information in YMCA’s control;
- f) Retention and destruction timetables are maintained;
- g) Access requests by individuals are processed promptly;
- h) Timely response is provided to an inquiry or complaint regarding YMCA handling of personal information;
- i) Contracts with third parties that process YMCA information shall include privacy protection requirements.


Supervisors and Managers are responsible for the day-to-day collection, processing and safeguarding of personal information under their control. Supervisors and Managers shall inform and train staff and volunteers having access to personal information on YMCA privacy protection procedure and information handling practices.

Staff and relevant volunteers shall follow the privacy protection procedures established by the YMCA when collecting, using, disclosing, and safeguarding personal information.

Staff and volunteers shall make known, upon request, the contact information for the respective VP or GM to whom inquiries or complaints can be forwarded. The Privacy Officer will provide assistance when a more detailed knowledge of the organization’s responsibilities is required.

The contact information of the Privacy Officer for the YMCA is provided below:

Vice President, Association Services
 123 Aylmer St. S., Peterborough, ON K9J 3H8
 Tel: 705-748-9642 ext 219 Email: michele.nicholls@ceo.ymca.ca

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Principle 2 – Identifying Purposes

The YMCA shall identify the purposes for collecting personal information before or at the time personal information is collected.

The YMCA needs to collect, use, and disclose some information about its members, participants, parents/guardians, donors, staff and volunteers, in order to conduct its operations and deliver YMCA programs and services to the communities it serves.


The YMCA’s purposes for collecting personal information are:

- a) To establish and maintain responsible relationships with its participants, members, donors, parents/guardians, staff and volunteers;
- b) To manage, develop and enhance YMCA operations, programs and services;
- c) To acknowledge gifts, issue tax receipts, and other administrative requirements including information requests;
- d) To process and collect fees for service;
- e) To assess participant needs;
- f) To conduct participant satisfaction research;
- g) To determine program, service, employment or volunteer eligibility;
- h) To provide safe and secure YMCA environments;
- i) To collect data for statistical purposes;
- j) To better understand the changing needs of communities we serve;
- k) To communicate a range of programs, services, and philanthropic opportunities that benefit people we serve;
- l) For administration, management, strategic planning, decision-making, research, and allocating of resources within the YMCA;
- m) For fundraising and advertising; and
- n) To meet legal, regulatory and contractual requirements.

The YMCA shall indicate either verbally, electronically or in writing, at or before the time personal information is collected, the purpose for which it is being collected.

Staff and volunteers collecting personal information shall use reasonable efforts to explain identified purposes, or refer the individual to a supervisor who shall explain the identified purposes for collecting personal information.

Unless required by law, staff and volunteers shall not use or disclose for any new purpose personal information that has been collected, without the consent of the individual. Staff shall advise their VP/GM of a potential new identified purpose. Any new identified purpose must be approved by a VP/GM, documented and consent obtained from individuals prior to YMCA use or disclosure.

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Principle 3 – Consent

The knowledge and consent of an individual is required for the collection, use, or disclosure of personal information, except where not required by law (see Exceptions).

In obtaining consent, staff and volunteers shall advise participants, members, parents/guardians, donors, staff, volunteers, and independent contractors of identified purposes for which personal information will be collected, used or disclosed. Purposes shall be communicated in clear, understandable language, so that individuals including children and vulnerable persons can understand why personal information is being collected, and how the YMCA uses this information, and might disclose it in certain circumstances if required.

For children under 12 years of age, the YMCA will obtain permission from a parent or legal guardian to collect and use personally identifiable information about a child. The YMCA obtains consents and permission slips for children and youth to participate in a number of YMCA programs and services. For more information on consents in your program or service area, please speak with your Supervisor or General Manager or Vice President of Association Services.

The YMCA takes into account the sensitivity of the personal information when determining what form of consent is appropriate for the circumstances.

In general, the following actions by an individual constitute implied consent for the YMCA to collect, use and disclose personal information for purposes identified to the individual:


- a) registration for YMCA programs and services;
- b) completion of a donation pledge form;
- c) acceptance of employment and benefits enrollment by staff; or
- d) acceptance of a volunteer position or student placement.

Individuals may at any time withdraw their consent to the YMCA's use or disclosure of their personal information, subject to legal requirements. Individuals wishing to withdraw consent may contact the YMCA for more information regarding the implications of withdrawing consent, including how it may affect their continued participation in programs and services.

Exceptions

YMCA may collect, use or disclose information without an individual's prior knowledge or consent in certain circumstances permitted by law. For example, the YMCA may collect, use or disclose personal information without prior knowledge or consent; if it is clearly in the best interest of the individual to do so, such as in an emergency situation where the life, health or security of an individual is threatened. The YMCA may disclose personal information without prior knowledge or consent of the individual:

- a) to a lawyer or other legal representative of the YMCA;
- b) to a government body or agency in certain circumstances;
- c) in an emergency that threatens an individual's life, health or personal security;
- d) to protect the YMCA from fraud;

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- e) to investigate an anticipated breach of an agreement or a contravention of law;
- f) to collect a debt, or comply with a subpoena, warrant or other court order, or as may be otherwise required by law; or
- g) in circumstances otherwise required or permitted by law.

For more information about consent and disclosure, please speak with your VP/GM.

Principle 4 – Limiting the Collection

The YMCA shall limit the collection of personal information to that which is necessary for the purposes identified by the YMCA. Information shall be collected by fair and lawful means.

When collecting personal information, staff and volunteers will usually collect it directly from the individuals about whom the personal information pertains. Personal information may be collected from other sources with prior consent from the individual, for example, from prior employers, personal references or from other third parties having the right to disclose the information.

To help safeguard an individual’s privacy, the YMCA will consider using whenever possible non-identifiable information, such as coded or anonymous data, that does not identify individuals.

Principle 5 – Limiting Use, Disclosure and Retention

The YMCA shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained for at least a year and after which for only as long as necessary for the fulfillment of those purposes.


In certain circumstances personal information can be collected, used or disclosed without the knowledge and consent of the individual. See *Exceptions above under Principle 3 - Consent*.

Personal information used to make a decision that directly affects an individual must be retained for at least one year, after which it shall be retained only as long as necessary for the fulfillment of those purposes for which it was collected, or as required by law, or by contract with a funding partner.

Depending on the circumstances, where personal information has been used to make a decision about an individual, the YMCA shall retain, for a period of time that is reasonably sufficient to allow for access by the individual, either the actual information, or the rationale for making the decision.

Supervisors/Managers shall maintain schedules for records retention and destruction, which apply to personal information that is no longer necessary or relevant for the identified purposes for collection, or required to be retained by law or under contract. Such information shall be destroyed, erased or rendered anonymous.

Supervisors/Managers should speak with their VP/GM for more information on records retention and destruction requirements for a program or service area.

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Principle 6 – Accuracy

Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Personal information used by the YMCA shall be sufficiently accurate, complete, and up-to-date to minimize the possibility that inaccurate information is being used to make a decision about an individual.

If staff and volunteers are aware of any inaccuracy or changes in their personal information that the YMCA holds about them, they should notify the YMCA. Staff should notify the Human Resources department; volunteers should notify their staff contact.

Staff handling personal information shall update personal information about participants, members, parents/guardians, donors, staff, volunteers, and independent contractors, as and when necessary.

Staff should speak with their supervisors or VP/GM if they have questions about correction requests or on how accurate, complete, and up-to-date personal information needs to be.

Principle 7 – Safeguards

The YMCA shall protect personal information by security safeguards appropriate to the sensitivity of the information.


All staff and volunteers, with access to information, shall be required, as a condition of employment or volunteer role, to respect the confidentiality of personal information.

The more sensitive personal information is, the more security is required. Staff and volunteers should speak with their supervisors or VP/GM for more information on safeguards appropriate to the sensitivity of personal information in a specific program or service area.

Staff shall protect personal information in their control (regardless of format) against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification, or destruction, through appropriate security safeguards.

Safeguards may include physical measures (such as locked doors, locked file cabinets), organizational measures (such as staff training, limited access, security clearances) and technological measures (such as passwords, anti-virus software for computer systems). See the Fair Use of Information Technology policy for more information.

Personal information shared with a third party for processing shall be protected through contractual agreements with requirements for confidentiality and appropriate safeguards.

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Principle 8 – Openness

The YMCA shall make readily available to individuals information about its procedures and practices relating to the management of personal information.

Information on the YMCA’s commitment to privacy is available to the public on the YMCA’s web site at www.ymcaofceo.ca.

Staff and volunteers shall make known upon request the contact information for the respective VP or GM to whom inquiries or complaints can be forwarded.

Principle 9 – Individual Access

The YMCA shall upon request inform an individual of the existence, use, and disclosure of his or her personal information and shall give the individual access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

Staff and volunteers shall refer requests about personal information held about an individual to a supervisor or VP/GM.

Staff shall immediately inform their supervisor or VP/GM of a request for access by an individual to his or her personal information collected by the YMCA. The VP/GM shall respond within thirty (30) days to a written request for individual access by providing access to the individual’s data, except in limited circumstances. See *Exceptions to Access* below.


In order to safeguard personal information, an individual may be required to provide sufficient identification information to permit the YMCA to account for the existence, use, and disclosure of personal information, and authorize access to the individual’s file.

The VP/GM shall respond to a written request for access in a reasonable time, and at minimal or no cost. Personal information shall be provided in a format that is understandable, along with any explanation needed to facilitate the individual's understanding.

The VP/GM or designate shall provide the individual a reasonable opportunity to review and challenge the accuracy and completeness of personal information. A statement of disagreement will be attached to records where a requested amendment cannot be made.

Upon request, the VP/GM shall provide an account of the use and disclosure of personal information. A list of organizations to which the YMCA may have disclosed personal information shall be provided.

Staff can request access to their employee file by contacting Human Resources.

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Exceptions to Access

The YMCA may not be able to provide an individual with access to some or all of his or her personal information in certain circumstances permitted by law. Some exceptions include if:

- a) doing so would likely reveal personal information about a third party;
- b) disclosure could reasonably be expected to threaten the life or security of another individual;
- c) information was collected in relation to the investigation of a breach of an agreement, or a contravention of law, or as otherwise permitted by law.

If access to personal information cannot be provided, the VP/GM shall provide the individual with written reasons for denying access.

Principle 10 – Challenging Compliance

An individual shall be able to address a challenge concerning compliance with the above principles to the designated persons accountable for YMCA compliance.

Staff and volunteers shall refer any inquiries or complaints about the YMCA’s handling of personal information to the VP/GM for response in a fair and timely manner.

Individuals may contact the VP/GM to discuss their question or concern about YMCA information handling practices.

Individuals wishing to make a complaint about YMCA information handling practices will be asked to provide in writing to the VP/GM the following information:

- Name and address or email address where the individual prefers to be reached;
- Nature of the complaint and relevant details;
- If applicable, the name of the YMCA staff with whom the individual has already discussed the issue.

The YMCA shall investigate all complaints. If a complaint is found to be justified, the YMCA shall take appropriate measures to resolve the complaint.