



Policies & Procedures

Subject:	Privacy Policy and Procedures
Number:	RCR-02
Issued By:	Board of Directors
Date Issued:	September, 2009
Last Revision:	September 2016

1. General:

Your privacy is important to the Renfrew Curling Rink (RCR). We are committed to meeting the privacy standards applicable to every member, customer and contractor of RCR.

The purpose of this policy is to tell you what personal information we collect about you, how we use it, whether we disclose it to anyone else, how long we keep it, how you can request certain personal information not be released and how you can request access to your personal information.

2. Policy:

Accountability

The Board of Directors is responsible for the personal information under our control.

This privacy policy will always be available at the office, on our web site, or by contacting the Club Clerk or Board Member. Any changes or amendments will be posted on our web site and announced through club newsletters. The web site data base is a secure, encrypted data base which is password protected.

Purpose of Collection

We require your personal information to establish and serve you as a member, customer or contractor. We obtain all of our information only from you, with the exception of contractors for whom we may also obtain information from references provided by prospective contractors. The information we collect pertains solely to your interactions with the curling club and includes personal information required to conduct club business with you, including phone number, mailing and email address, and for competition purposes birth date.

Members

Name, phone numbers and emails are required for general business use and for publication in the password, protected club directory. Each league coordinator also requires this information and may publish the same information for use by members within their respective league.

Furthermore, we retain the names of all club members each year for historical purposes.

E-mail and physical Address: This is required for general business use and for providing members with information by mail. Addresses for all members are published in the password protected club directory.

Age: Each member, on their annual registration form, is required to indicate the age category they are in corresponding to the age categories defined by the Canadian Curling Associations. Date of birth is not required by RCR but members entering events outside the club may be required to provide this information to the hosting organization.

Awards & Photos: RCR posts the names and in some cases photographs of members of members inside the curling club and from time to time may also post these on the web site and in external publications.

Junior Members: Parents' names, emergency contacts and relevant medical information are required for all Junior members in addition to basic member information described above. All of this information is required for the safety and well being of the junior members. It will be retained by the Junior coordinator and may be provided to any coach accompanying junior members to events outside the club.

Prospective Members: Name, address, e-mail address and phone number are collected only in order to contact prospective members with regard membership and club events.

Rental Customers: Name, address, e-mail address and phone number are collected for general business use from the individual(s) responsible for organizing the respective event or league. We do not collect personal information of individual members of rental leagues except and unless they are participating in club events open to both members and rental leagues, in which case the information will be collected and used only to permit the individual to participate in the specific event and will not be used for any other purpose.

Contractors: Name, address, e-mail address, phone number, business references are collected for general business purposes and to meet any legal obligations. Files on contractors are maintained, including contract terms and performance.

Online Privacy Concerns

When you access our web site and move from page to page, read pages or download content onto your computer, we may learn which pages are visited and what content is downloaded. However, none of this information is associated with you as an individual. It is measured only in aggregate and used only to enable us to improve the website to better meet the needs of our members.

When you send us an e-mail or ask us to respond by e-mail we learn your exact email address and any information you have included in the e-mail. We will use your e-mail address to acknowledge your comments and/or reply to your questions. We will store your communication and our reply in case we correspond further. We may use your e-mail address to send you

information about news or specific events that we believe may be of interest to you.

Consent

Consent is required for the collection of personal information and the subsequent use or disclosure of this information. We will seek consent for the use and disclosure of the information as provided for in this policy at the time the information is collected. The reasonable expectations of the individual are considered when using this information.

We accept any of the following as your consent for Renfrew Curling Rink's existing use and future collection, use and disclosure of your personal information for the identified purposes:

- your receipt of this Privacy Policy, unless you advise Renfrew Curling Rink, in writing, that you do not agree with the terms stated in this policy, and that you wish to opt out of all or portions of it;
- your express written consent as obtained through an application or the registration process.

Consent is implied in some circumstances:

If you submit an application on behalf of a family member, you represent that you have obtained consent from them, even though they may not be present during the application process, to the collection, use and disclosure for their personal information for the identified purposes.

Withholding Consent

While RCR requires your personal information for its business purposes, members have the right to opt out of having their name, e-mail and phone number published in the membership directory. This can be done by the member by updating their profile on curlingmanager.com.

Limiting of Collection, Use, Disclosure

We collect the information we need and only use it for the purposes explained to you at the time the information is collected. Should we wish to use the information for another purpose in the future we will ask for your consent at that time.

We **do not share or sell** your personal information to third parties.

We may share some or all of your personal information with third parties such as local, provincial and national curling associations of which RCR is a member, however, your personal information will not be disclosed to any third party that does not have a publicly available Privacy Policy for the protection of your personal information. We may also disclose your personal information where we are required or permitted to do so by law.

We retain your information only as long as it is required for the reasons it was collected. When your information is no longer needed for the purposes explained to you, we have procedures to destroy, delete, erase or convert it to an anonymous form.

Accuracy

You have the right to request that personal information which you believe to be inaccurate be corrected. As a member you have access to your personal information and can correct any inaccuracies, however, if required, we will make every reasonable effort to keep your information accurate and up-to-date. You can help by keeping us informed of any changes, such as if you move or change telephone numbers. If you find errors in our information about you, please let us know immediately.

Protecting Information

Your personal information is used by us only for the purposes identified and access to your personal information is limited to those members and contractors of RCR who need to have access to it.

We will protect your information with appropriate safeguards and security measures, by physical measures, organizational measures and technological measures.

Access to Information

You have a right to access your personal information . All members personal information is collected and maintained on the curlingmanager.com system and <https://renfrewcurling.ca> and is accessible to each member with the use of their personal user id and password.

Respecting and Responding to Your Privacy Concerns

If you contact us we will explain your options of refusing or withdrawing consent to the collection, use or release of your information, and we will record and respect your choices. In most cases, you are free to refuse or withdraw your consent at any time by contacting a Board Member.

If you have a complaint related to this Privacy Policy, or any of our procedures, please contact a Board Member. We will respond to your request within 30 days. If your complaint is justified, we will take the steps necessary to resolve the issue, including amending our Policy and practices if necessary.

If we are not able to resolve your concerns, you may contact the Office of the Privacy Commissioner of Canada at 1-800-282-1376 or at the following web site address;
http://www.priv.gc.ca/index_e.cfm.

3. Procedures

Purpose

The purpose of these procedures is to put into practice the necessary to ensure that RCR is operating in full compliance with its Privacy Policy. All revisions to this policy require the approval of the RCR Board of Directors.

Privacy Policy Statement

The privacy policy statement and any amendments thereto must be approved by the Board.

This statement will be accessible online from the RCR web-site. A physical copy of this policy will be posted in a public area accessible to all members. Any member, customer or contractor requesting a copy of the policy statement will be provided a copy within a reasonable period of time.

Registration Forms

Registration forms will contain the following paragraph;

“I hereby consent to the use of the personal information provided above by the Renfrew Curling Rink administration. Only my name, email and phone numbers will be listed in the membership directory and/or website for general member

use. This information is intended for the sole use of the curling club and will not be shared with third parties as defined in the club's Privacy Policy."

Retention, Storage and Disposition of Personal Information

Retention of personal information is the responsibility of persons authorized by the Board and defined by this policy and the club's Records Retention policy.

Complaints Process

Any complaints will be addressed to the Board of Directors who will document and investigate complaints, resolve the issues, and report on the results of complaints to the member.

All requests for information will be addressed to the Board who will work with the club manager to ensure the requested information is provided within 30 days of the request.