



STILL MOON ARTS

Still Moon Arts Society

3690 Vanness Avenue, Vancouver, B.C. V5R 5B6

www.stillmoonarts.ca

Charitable Registration # 85625 3943 RR0001

Privacy Policy

At Still Moon Arts Society, we are committed to serving our community. As providing this service involves the collection, use and disclosure of some personal information about our volunteers, clients, customers, participants, donors and members, protecting their personal information is one of our highest priorities.

While we have always respected our volunteers', clients', customers', participants', donors' and members' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's *Personal Information Protection Act* (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our volunteers, clients, customers, participants, donors and members of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting volunteers', clients', customers', participants', donors' and members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our volunteers', clients', customers', participants', donors' and members' personal information and allowing our volunteers, clients, customers, participants, donors and members to request access to, and correction of, their personal information.

Definitions

Personal Information – means information about an identifiable *individual*. Some examples include name, age, address, email address and employment information. Personal information does not include contact information (described below).

Contact information – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPA.

Privacy Officer – means the individual designated responsibility for ensuring that Still Moon Arts Society complies with this policy and PIPA.

Policy 1 – Collecting Personal Information

- 1.1 Unless the purposes for collecting personal information are obvious and the volunteers, clients, customers, participants, donors and members voluntarily provides their personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

1.2 We will only collect volunteer, client, customer, participant, donors and member information that is necessary to fulfil the following purposes:

- To verify identity;
- To verify creditworthiness;
- To identify volunteer, client, customer, participant, donors and member preferences;
- To understand the needs of our volunteers, clients, customers, participants, donors and members;
- To deliver or provide requested information, products and services
- To enrol the client or participant in a program;
- To send out membership information;
- To contact our volunteers, clients, customers, participants, donors and members for fundraising;
- To ensure a high standard of service to our volunteers, clients, customers, participants, donors and members;
- To meet regulatory requirements;
- To collect and process payments;

Policy 2 – Consent

2.1 We will obtain volunteer, client, customer, participant, donor and member consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).

2.2 Consent can be provided orally, in writing, electronically, or through an authorized representative or it can be implied where the purpose for collecting, using or disclosing the personal information would be considered obvious and the volunteer, client, customer, participant, donor or member voluntarily provides personal information for that purpose.

2.3 Consent may also be implied where a volunteer, client, customer, participant, donor or member is given notice and a reasonable opportunity to opt-out of their personal information being used for mail-outs, the marketing of new services or products, fundraising and the volunteer, client, customer, participant, donor or member does not opt-out.

2.4 Subject to certain exceptions (e.g., the personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), volunteers, clients, customers, participants, donors and members can withhold or withdraw their consent for Still Moon Arts Society to use their personal information in certain ways. A volunteer's, client's, customer's, participant's, donor's or member's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the situation to assist the volunteer, client, customer, participant, donor or member in making the decision.

2.5 We may collect, use or disclose personal information without the volunteer's, client's, customer's, participant's, donor's or member's knowledge or consent in the following limited circumstances:

- When the collection, use or disclosure of personal information is permitted or required by law;

- In an emergency that threatens an individual's life, health, or personal security;
- When the personal information is available from a public source (e.g., a telephone directory);
- When we require legal advice from a lawyer;
- For the purposes of collecting a debt;
- To protect ourselves from fraud;
- To investigate an anticipated breach of an agreement or a contravention of law

Policy 3 – Using and Disclosing Personal Information

- 3.1 We will only use or disclose volunteer, client, customer, participant, donor or member personal information where necessary to fulfil the purposes identified at the time of collection *or for a purpose reasonably related to those purposes such as:*
- To conduct volunteer, client, customer, participant, donor and member surveys in order to enhance the provision of our services;
 - To contact our volunteers, clients, customers, participants, donors and members directly about products and services that may be of interest;
- 3.2 We will not use or disclose volunteers, clients, customers, participants, donors and members personal information for any additional purpose unless we obtain consent to do so.
- 3.3 We will not sell volunteer, client, customer, participant, donor or member lists or personal information to other parties.

Policy 4 – Retaining Personal Information

- 4.1 If we use volunteer, client, customer, participant, donor or member personal information to make a decision that directly affects the volunteer, client, customer, participant, donor or member we will retain that personal information for at least one year so that the volunteer, client, customer, participant, donor or member has a reasonable opportunity to request access to it.
- 4.2 Subject to policy 4.1, we will retain volunteer, client, customer, participant, donor or member personal information only as long as necessary to fulfil the identified purposes or a legal or business purpose.

Policy 5 – Ensuring Accuracy of Personal Information

- 5.1 We will make reasonable efforts to ensure that volunteer, client, customer, participant, donor and member personal information is accurate and complete where it may be used to make a decision about the volunteer, client, customer, participant, donor or member or disclosed to another organization.
- 5.2 Volunteers, clients, customers, participants, donors and members may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought.

A request to correct personal information should be forwarded to the Privacy Officer.

- 5.3 If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the volunteer's, client's, customer's, participant's, donor's or member's correction request in the file.

Policy 6 – Securing Personal Information

- 6.1 We are committed to ensuring the security of volunteer, client, customer, participant, donor and member personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- 6.2 The following security measures will be followed to ensure that volunteer, client, customer, participant, donor and member personal information is appropriately protected:
- The use of locked filing cabinets; physically securing offices where personal information is held; the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate (i.e., only those that need to know will have access; contractually requiring any service providers to provide comparable security measures.
- 6.3 We will use appropriate security measures when destroying volunteers', clients', customers', participants', donors' or members' personal information such as shredding documents and deleting electronically stored information.
- 6.4 We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Policy 7 – Providing Volunteer, Client, Customer, Participant, Donor and Member Access to Personal Information

- 7.1 Volunteers, Clients, Customers, Participants, Donors and Members have a right to access their personal information, subject to limited exceptions.
- Some examples include: solicitor-client privilege, disclosure would reveal personal information about another individual, health and safety concerns
- 7.2 A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought.
- 7.3 Upon request, we will also tell volunteers, clients, customers, participants, donors and members how we use their personal information and to whom it has been disclosed if applicable.
- 7.4 We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.
- 7.5 A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the volunteer, client, customer, participant, donor or member of the cost and request further direction from the volunteer, client, customer, participant, donor or member on whether or not we should proceed with the request.
- 7.6 If a request is refused in full or in part, we will notify the volunteer, client, customer, participant, donor or member in writing, providing the reasons for refusal and the recourse available to the volunteer, client, customer, participant, donor or member.

Policy 8 – Questions and Complaints: The Role of the Privacy Officer or designated individual

- 8.1 The Privacy Officer or designated individual is responsible for ensuring Still Moon Arts Society's compliance with this policy and the *Personal Information Protection Act*.
- 8.2 Volunteers, Clients, Customers, Participants, Donors or Members should direct any complaints, concerns or questions regarding Still Moon Arts Society's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the volunteer, client, customer, participant, donor or member may also write to the Information and Privacy Commissioner of British Columbia.

Contact information for Still Moon Arts Society's Privacy Officer:

Clea Moray
clea@stillmoonarts.ca

Approved Date:	April 5, 2023	Approved By:	
Review Date:		Approved By:	