



Diocese of New Westminster  
ANGELICAN CHURCH OF CANADA

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## Diocese of New Westminster

### Personal Information Protection Policy

At Diocese of New Westminster, we are committed to providing those in our Diocese with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about those in our Diocese, protecting their personal information is one of our highest priorities.

While we have always respected our 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 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 members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' personal information and allowing our members to request access to, and correction of, their personal information.

#### Definitions

**Member** – any person who is employed by or corresponds with the Diocese of New Westminster, registers for a program, obtains a criminal records check for a volunteer position, applies to a position or in any other way interacts with the Diocese in a manner that creates a record of that person.

**Personal Information** – means information about an identifiable *individual* [E.g., including information such as name, age, home address and phone number, social insurance number, marital status, religion,

*income, credit history, medical information, education, 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 [*this would include parish contact information*]. Contact information is not covered by this policy or PIPA.

**Privacy Officer** – means the individual designated responsibility for ensuring that the Diocese of New Westminster complies with this policy and PIPA.

## **Policy 1 – Collecting Personal Information**

1.1 Unless the purposes for collecting personal information are obvious and the member voluntarily provides his or her 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 member information that is necessary to fulfill the following purposes:

- To verify identity;
- To register for Diocesan events – including youth events
- To gather statistics [parochial stats etc.]
- To create and maintain a contact information database
- To manage payroll, benefits and pension systems
- To deliver requested services
- To administer applications to employment positions (clergy or lay) or requests regarding ordination
- To process donations and issue tax receipts
- To implement the Screening in Faith Policy
- To keep track of Resources loaned to individuals
- To manage TOPIC/Anglican Journal subscriptions
- To process grant applications
- To meet regulatory requirements
- To provide services as requested or required

## **Policy 2 – Consent**

2.1 We will obtain 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, 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 member voluntarily provides personal information for that purpose.
- 2.3 Consent may also be implied where a member is given notice and a reasonable opportunity to opt-out of his or her personal information being used, the 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), members can withhold or withdraw their consent for The Diocese of New Westminster to use their personal information in certain ways. A 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 member in making the decision.
- 2.5 We may collect, use or disclose personal information without the 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
  - When information is given voluntarily to the Communications Officer by way of an interview

### **Policy 3 – Using and Disclosing Personal Information**

- 3.1 We will only use or disclose member's personal information where necessary to fulfill the purposes identified at the time of collection.
- 3.2 We will not use or disclose member's personal information for any additional purpose unless we obtain consent to do so.
- 3.3 We will not sell member lists or personal information to other parties.

### **Policy 4 – Retaining Personal Information**

- 4.1 If we use member personal information to make a decision that directly affects members, we will retain that personal information for at least one year so that the member has a reasonable opportunity to request access to it.
- 4.2 Subject to policy 4.1, we will retain member personal information only as long as necessary to fulfill 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 member personal information is accurate and complete where it may be used to make a decision about the member or disclosed to another organization.
- 5.2 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.
- 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 members' correction request in the file.

## **Policy 6 – Securing Personal Information**

- 6.1 We are committed to ensuring the security of 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 member's personal information is appropriately protected:
  - Locked filing cabinets for paper files
  - Physical security of Synod Office where information is held
  - User ID's and passwords on all computers
  - Restriction of staff access to personal information as appropriate to their position
- 6.3 We will use appropriate security measures when destroying members' personal information – including the shredding of paper documents and permanent deletion of electronic files.
- 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 Members Access to Personal Information**

- 7.1 Members have a right to access their personal information, subject to limited exceptions.
- 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 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 member of the cost and request further direction from the 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 member in writing, providing the reasons for refusal and the recourse available to the member.

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

- 8.1 The Privacy Officer is responsible for ensuring The Diocese of New Westminster's compliance with this policy and the *Personal Information Protection Act*.
- 8.2 Members should direct any complaints, concerns or questions regarding The Diocese of New Westminster's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the member may also write to the Information and Privacy Commissioner of British Columbia.

Contact information for The Diocese of New Westminster's Privacy Officer:

**Marché Riley, Archivist**

**604-684-6306 ext 230**

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