

POLICY NAME	PRIVACY POLICY		POLICY NO.	
EFFECTIVE DATE	August 21, 2026	DATE OF LAST REVISION		VERSION NO.
ADMINISTRATOR RESPONSIBLE	CEO / Head of Operations	CONTACT INFORMATION	ceo@volleyballbc.org	
APPLIES TO	All participants including members, coaches, officials, staff, volunteers, and all others involved in Volleyball BC activities	APPROVED BY	Board of Directors	

1. Definitions

Personal Information – means information about an identifiable individual, including name, gender, gender orientation, race, age, health and physical information, address and other contact information, as well as membership details such as membership status and club affiliation. Personal information does not include business contact information which 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.

Designated Privacy Officer – means the individual designated with responsibility for ensuring that Volleyball BC complies with this policy and applicable legislation.

2. Introduction

2.1 Volleyball BC is committed to providing all our participants, including members, coaches, officials, staff, volunteers, and all others involved in Volleyball BC activities, with exceptional service. As part of providing this service, Volleyball BC will collect, use, and disclose some personal information about individuals. However, in doing so Volleyball BC will ensure the proper use, protection, and security of personal information in the organization's control. Protecting personal information is one of Volleyball BC highest priorities.

2.2 This Privacy Policy outlines the principles and practices Volleyball BC will follow to protect individuals' personal information. Volleyball BC's privacy commitment includes ensuring accuracy, confidentiality, and security of personal information. Volleyball BC will allow individuals to request access to, and correct, their personal information.

2.3 This policy is developed in compliance with BC's Personal Information Protection Act ("PIPA"). PIPA sets out rules for how organizations such as Volleyball BC can collect, use, and disclose personal information in a manner that recognizes both the right of individuals to protect their personal information and the need for organizations to collect, use, or disclose personal information for purposes a reasonable person would consider appropriate in the circumstances.

2.4 Volleyball BC will follow the standards set out in PIPA and will act in accordance with the regulations and guidelines established pursuant to PIPA.

2.5 Scope - This policy applies to Volleyball BC and all its employees, contractors, volunteers, and third parties who may handle or have access to personal or sensitive information relating to Volleyball BC members and participants. This policy clearly applies to any service providers collecting, using, or disclosing personal information on behalf of Volleyball BC.

3. Collecting Personal Information

3.1 Unless the purposes for collecting personal information are obvious and the individual voluntarily provides his or her personal information for those purposes, Volleyball BC will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

3.2 Volleyball BC will only collect an individual's information that is necessary to fulfill the following purposes:

- (a) To establish and maintain a responsible relationship with our members and to provide ongoing services to all areas of volleyball within BC;
- (b) To support and assist clubs and facilities in delivering programs and services at the local level;
- (c) To support and assist Volleyball Canada in delivering programs and services at the national and international levels;
- (d) To manage and develop Volleyball BC's operations and help Volleyball BC plan for future growth and development;
- (e) To employ or contract with an individual and provide human resources, payroll, and benefits
- (e) To develop, enhance, market and provide programs, merchandise and services;
- (f) To facilitate and enhance use of Volleyball BC's websites and applications;
- (g) To contact individuals for member communications and fundraising;
- (h) To process, share, and publicly communicate discipline and appeal decisions involving an individual to Volleyball Canada, member clubs, and/or other sport organization as appropriate
- (i) To assist Volleyball BC in the collection of the individual's account;
- (j) To prevent fraud with respect to both the individual and Volleyball BC;
- (k) To use approved artificial intelligence and automation tools to support administrative operations, customer service, communications, data analysis, and service delivery. Volleyball BC will implement reasonable safeguards and human oversight where personal information is processed using such tools.
- (l) To meet legal and regulatory requirements.

3.3 Volleyball BC may disclose an individual's personal information to a person who, in the reasonable judgement of Volleyball BC, is seeking that information as an agent of an individual who has a legal obligation to act in the best interests of that individual.

3.4 Volleyball BC may disclose an individual's personal information to a public authority or agent of a public authority if, in the reasonable judgement of BC Volleyball, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information.

4. Consent

4.1 Volleyball BC will obtain an individual's consent to collect, use or disclose personal information (except where, as noted below, Volleyball BC is authorized to do so without consent).

4.2 Consent may not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore will be obtained from a parent, legal guardian or person having power of attorney.

4.3 Consent may be provided orally or in writing or electronically and may be collected by an authorized representative of Volleyball BC. In some cases, consent may be implied where the purpose for collecting, using, or disclosing the personal information would be considered obvious and the individual voluntarily provides personal information for that purpose.

4.4 Consent may also be implied where an individual 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, or artificial intelligence initiatives and the individual does not opt-out

- 4.5 Subject to certain exceptions (such as the personal information is necessary to provide a service or product of the organization, or the withdrawal of consent would frustrate the performance by the organization of a legal obligation), individuals can withhold or withdraw their consent for Volleyball BC to use their personal information in certain ways. However, an individual's decision to withhold or withdraw their consent to certain uses of personal information may restrict Volleyball BC's ability to provide a particular service or product. If so, Volleyball BC will explain the situation to assist the individual in making the decision.
- 4.6 Volleyball BC may collect, use or disclose personal information without the individual's knowledge or consent in the following limited circumstances:
- (a) When the collection, use or disclosure of personal information is permitted or required by law;
 - (b) In an emergency that threatens an individual's life, health, or personal security;
 - (c) When the personal information is considered at law to be publicly available (e.g., where published in a telephone directory);
 - (d) When Volleyball BC requires legal advice from a lawyer;
 - (e) For the purposes of collecting a debt;
 - (f) To protect Volleyball BC from fraud;
 - (g) To investigate an actual or anticipated breach of an agreement or a contravention of law.

5. Using and Disclosing Personal Information

- 5.1 Volleyball BC will only use or disclose an individual's personal information where necessary to fulfill the purposes of the organization, including but not limited to the purposes identified above, or such other purposes as may be identified at the time of collection.
- 5.2 Volleyball BC will not use or disclose an individual's personal information for any additional purpose unless we obtain consent to do so.
- 5.3 Volleyball BC will not sell member and customer lists or personal information to other parties unless we obtain explicit consent to do so.
- 5.4 From time to time, Volleyball BC may share personal information with third parties who have been engaged to carry out certain functions on Volleyball BC's behalf, such as to process the mailing of information to members, to process information using artificial intelligence or cloud-based tools, or to administer certain events. In each case, Volleyball BC will share only the personal information required by the third party to perform the function for which they have been retained. All service providers are required to keep personal information confidential, protect it using the same safeguards as employed by Volleyball BC, use it only for the purpose for which it was disclosed and not disclose the information to third parties for their own use.
- 5.5 In some cases, an individual's personal information may be stored or processed outside of Canada and may therefore be subject to the laws of those countries.

6. Retaining Personal Information

- 6.1 If Volleyball BC uses personal information to make a decision that directly affects an individual, Volleyball BC will retain that personal information for at least one year so that the individual has a reasonable opportunity to request access to it.
- 6.2 Volleyball BC will retain personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

7. Ensuring Accuracy of Personal Information

- 7.1 Volleyball BC will make reasonable efforts to ensure that personal information is accurate and complete where it may be used to make a decision about the individual or disclosed to another organization.

- 7.2 Individuals 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 to the Privacy Officer, at the address provided below, and provide sufficient detail to identify the personal information and the correction being sought.
- 7.1 If the personal information is demonstrated to be inaccurate or incomplete, Volleyball BC will correct the information as required and send the corrected information to any organization to which Volleyball BC disclosed the personal information in the previous year. If the correction is not made, Volleyball BC will note the individual's correction request in the file.

8. Securing Personal Information

- 8.1 Volleyball BC is committed to ensuring the security of personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- 8.2 Volleyball BC will protect personal information using a range of measures, consistent with industry practices for the protection of similar information. These safeguards will include the following methods of protection:
- (a) Physical measures, such as locked filing cabinets and restricted access to offices and facilities;
 - (b) Organizational measures, such as employee security clearances and restricted, "need-to-know" access;
 - (c) Technological measures, such as the use of passwords, encryption and intrusion detection software.
- 8.3 Any service providers performing services on Volleyball BC's behalf must provide the same level of security safeguards as Volleyball BC itself provides.
- 8.4 Volleyball BC will use appropriate security measures when destroying personal information such as shredding of paper documents and deletion or anonymization of electronically stored information.
- 8.5 Volleyball BC will continually review and update the organization's security policies and controls as technology changes to ensure ongoing personal information security.

9. Providing Individual's Access to Personal Information

- 9.1 Individuals have a right to access their personal information, subject to limited exceptions provided by law, such as information that contains references to other individuals, information that cannot be disclosed for legal, security or commercial reasons, or information that is subject to solicitor-client privilege.
- 9.2 A request to access personal information must be made in writing to the Privacy Officer, at the address noted below, and must provide sufficient detail to identify the personal information being sought.
- 9.3 Upon request, Volleyball BC will also tell members and customers how Volleyball BC uses their personal information and to whom it has been disclosed if applicable.
- 9.4 Volleyball BC 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.
- 9.5 A minimal fee may be charged for providing access to personal information. Where a fee may apply, Volleyball BC will inform the member and customer of the cost and request further direction from the member and customer on whether or not Volleyball BC should proceed with the request.

10. Questions and Complaints: The Role of the Privacy Officer or Designated Individual

- 10.1 The Designated Privacy Officer is responsible for ensuring Volleyball BC's compliance with this policy and all applicable privacy laws.
- 10.2 Individuals should direct any complaints, concerns or questions regarding Volleyball BC's compliance in writing to the Designated Privacy Officer.

10.3 Volleyball BC's Designated Privacy Officer may be reached at the following contact information:

Privacy Officer (care of Head of Operations)
Volleyball BC
Harry Jerome Sports Centre
7564 Barnet Highway
Burnaby, BC
V5A 1E7
Telephone: (604) 291-2007

11. Responding to a Privacy Breach

11.1 Volleyball BC will take reasonable steps to prevent, detect, and respond to any unauthorized access, collection, use, disclosure, copying, modification, or disposal of personal information (a "Privacy Breach").

11.2 Upon becoming aware of a Privacy Breach, Volleyball BC will promptly assess whether the breach creates a real risk of significant harm to any affected individual, considering factors such as the sensitivity of the personal information involved and the probability that it has been or will be misused.

11.3 Where Volleyball BC determines that a Privacy Breach creates a real risk of significant harm, Volleyball BC will:

(a) notify the Office of the Information and Privacy Commissioner for British Columbia as soon as reasonably possible; and

(b) notify affected individuals as soon as reasonably possible, providing sufficient information to allow them to understand the significance of the breach and take steps, where possible, to reduce the risk of harm.

11.4 Volleyball BC will maintain a record of every Privacy Breach, including those that do not meet the real risk of significant harm threshold, and will make such records available to the Office of the Information and Privacy Commissioner upon request.

11.5 Any service provider engaged by Volleyball BC that experiences or becomes aware of a Privacy Breach involving personal information handled on Volleyball BC's behalf must notify Volleyball BC's Designated Privacy Officer without undue delay.