# UNDERSTANDING THE PRIVACY POLICY

**What is this policy for?**
To provide its programs and services, Volleyball BC collects, uses and shares some personal information about the people involved in its activities. This policy explains how Volleyball BC protects that information, and what your rights are.

Protecting personal information is one of Volleyball BC's highest priorities. Volleyball BC is committed to keeping your personal information accurate, confidential and secure, and you can ask to see and correct your information.

This policy follows British Columbia's Personal Information Protection Act ("PIPA"). PIPA is the provincial law that sets the rules for how organizations like Volleyball BC can collect, use and share personal information. It balances your right to protect your personal information with an organization's need to use it for purposes that a reasonable person would think are appropriate.

**Who does this policy apply to?**
This policy protects the personal information of everyone involved in Volleyball BC activities, including members, coaches, officials, staff and volunteers.

It must be followed by:

- Volleyball BC and all its employees, contractors and volunteers
- Any third party who handles, or has access to, personal or sensitive information about Volleyball BC members and participants
- Any service provider that collects, uses or shares personal information for Volleyball BC

**What is personal information?**
"Personal information" is information about a person who can be identified. This includes:

- Name
- Gender and gender orientation
- Race
- Age
- Health and physical information
- Address and other contact information
- Membership details, such as membership status and club affiliation

Business contact information is not personal information. This is information used to contact someone at work, such as their name, job title, business phone number, business address, business email or business fax number.

**Why does Volleyball BC collect personal information?**
Volleyball BC will tell you why it is collecting your personal information, either by speaking or in writing, before or at the time it collects it. It does not need to do this if the reason is obvious and you choose to give your information for that reason.

Volleyball BC only collects the personal information it needs to:

- Build and maintain a responsible relationship with its members, and provide ongoing services to all areas of volleyball in BC
- Help clubs and facilities deliver local programs and services
- Help Volleyball Canada deliver national and international programs and services

- Manage and develop Volleyball BC's operations and plan for future growth
- Hire or contract people and provide human resources, payroll and benefits
- Develop, improve, market and provide programs, merchandise and services
- Support and improve the use of Volleyball BC's websites and apps
- Contact people for member communications and fundraising
- Process, share and publicly announce discipline and appeal decisions involving a person, with Volleyball Canada, member clubs and/or other sport organizations, as appropriate
- Help collect amounts owed on a person's account
- Prevent fraud against the person or Volleyball BC
- Use approved artificial intelligence (AI) and automation tools to support administration, customer service, communications, data analysis and service delivery. Volleyball BC will put reasonable safeguards and human oversight in place when personal information is processed with these tools.
- Meet legal and regulatory requirements

**Do I need to give my consent?**
Volleyball BC will ask for your consent (permission) before it collects, uses or shares your personal information, except in the limited situations listed further below.

- Consent can be given by speaking, in writing or electronically, and may be collected by an authorized representative of Volleyball BC.
- Some people cannot give consent themselves: minors, people who are seriously ill, and people who are mentally incapacitated (not mentally able to make their own decisions). For them, consent will be given by a parent, legal guardian or person with power of attorney (someone legally appointed to make decisions for them).
- Sometimes consent is "implied" (understood without being stated). This happens when the reason for collecting, using or sharing the information is obvious and you choose to give your information for that reason.
- Consent may also be implied for mail-outs, marketing new services or products, fundraising, or AI initiatives. This happens if you are told about this use, you are given a reasonable chance to opt out (say no), and you do not opt out.

**Can I withdraw my consent?**
Except in certain cases, you can refuse or withdraw your consent for Volleyball BC to use your personal information in certain ways. Exceptions include when the information is needed to provide a service or product, or when withdrawing consent would stop Volleyball BC from meeting a legal obligation.

Refusing or withdrawing consent may limit Volleyball BC's ability to provide a particular service or product. If so, Volleyball BC will explain the situation to help you make your decision.

**When can Volleyball BC collect, use or share my information without my consent?**
In these limited situations:

- When the law allows or requires it
- In an emergency that threatens a person's life, health or personal security
- When the information is considered publicly available under the law (for example, published in a telephone directory)
- When Volleyball BC needs legal advice from a lawyer
- To collect a debt
- To protect Volleyball BC from fraud
- To investigate a breach of an agreement, or of the law, that has happened or may happen

Volleyball BC may also share your personal information:

- With a person who, in Volleyball BC's reasonable judgement, is asking for it as your agent and has a legal duty to act in your best interests
- With a public authority (or its agent) if there appears to be an immediate danger to life or property. Volleyball BC must reasonably judge that sharing the information could avoid or reduce that danger.

**How does Volleyball BC use and share my information?**

- Only where needed for Volleyball BC's purposes, including those listed above, or other purposes explained to you when the information was collected.
- Not for any additional purpose unless Volleyball BC gets your consent.
- Volleyball BC will **not** sell member or customer lists or personal information to other parties without your explicit consent.
- Volleyball BC may share personal information with third parties hired to do work for it. For example, they may mail information to members, process information with AI or cloud-based tools, or run certain events. Volleyball BC will share only the information they need to do that work.
- All service providers must keep personal information confidential and protect it with the same safeguards Volleyball BC uses. They must use it only for the purpose it was shared for and must not share it with others for their own use.
- Your personal information may sometimes be stored or processed outside Canada. If so, it may be subject to the laws of those countries.

**How long does Volleyball BC keep my information?**

- Sometimes Volleyball BC uses your personal information to make a decision that directly affects you. If so, it will keep that information for at least one year, so you have a reasonable chance to ask to see it.
- In all cases, Volleyball BC keeps personal information only as long as it is needed for the purposes it was collected for, or for a legal or business purpose.

**How does Volleyball BC keep my information accurate?**

- Volleyball BC makes reasonable efforts to keep personal information accurate and complete when it may be used to make a decision about you or shared with another organization.
- You can ask Volleyball BC to correct your personal information. Your request must be in writing to the Privacy Officer (see contact details below) and include enough detail to identify the information and the correction you want.
- If the information is shown to be inaccurate or incomplete, Volleyball BC will correct it. It will also send the corrected information to any organization it shared the information with in the past year. If the correction is not made, Volleyball BC will note your request in your file.

**How does Volleyball BC keep my information secure?**

Volleyball BC protects personal information from being accessed, collected, used, shared, copied, changed or disposed of without permission. It uses measures that are consistent with industry practices, including:

- **Physical measures**, such as locked filing cabinets and restricted access to offices and facilities
- **Organizational measures**, such as security clearances for employees and "need-to-know" access
- **Technology measures**, such as passwords, encryption and intrusion detection software

Service providers working for Volleyball BC must provide the same level of security. When personal information is destroyed, Volleyball BC does this securely, for example by shredding paper documents and deleting or anonymizing electronic information. Volleyball BC will keep reviewing and updating its security policies and controls as technology changes.

**Can I see the information Volleyball BC has about me?**
Yes. You have a right to access your personal information, with limited exceptions allowed by law. For example, Volleyball BC may not be able to give you:

- Information that includes details about other people
- Information that cannot be shared for legal, security or commercial reasons
- Information protected by solicitor-client privilege (private communication between a lawyer and their client)

To ask for your information:

- Send your request in writing to the Privacy Officer (see contact details below), with enough detail to identify the information you want.
- If you ask, Volleyball BC will also tell you how it uses your personal information and who it has been shared with, if applicable.
- Volleyball BC will provide the information within 30 business days (working days, not counting weekends and holidays), or tell you in writing if it needs more time.
- A small fee may be charged. If so, Volleyball BC will tell you the cost first and ask whether you want to continue with your request.

**What happens if there is a privacy breach?**
A "privacy breach" is when personal information is accessed, collected, used, shared, copied, changed or disposed of without permission.

- Volleyball BC will take reasonable steps to prevent, detect and respond to privacy breaches.
- When Volleyball BC learns of a breach, it will quickly assess whether the breach creates a real risk of significant harm to anyone affected. It will consider things like how sensitive the information is and how likely it is that the information has been, or will be, misused.
- If there is a real risk of significant harm, Volleyball BC will, as soon as reasonably possible:
    - Tell the Office of the Information and Privacy Commissioner for British Columbia (the independent office that oversees privacy law in BC)
    - Tell the people affected, giving them enough information to understand what the breach means for them and to take steps, where possible, to reduce the risk of harm
- Volleyball BC keeps a record of every privacy breach, including those that do not create a real risk of significant harm. It will give these records to the Office of the Information and Privacy Commissioner if asked.
- Any service provider that handles personal information for Volleyball BC must tell Volleyball BC's Privacy Officer about a privacy breach promptly (without undue delay).

**Who can I contact with a question or complaint?**
Volleyball BC's Designated Privacy Officer is responsible for making sure Volleyball BC follows this policy and all privacy laws. Please send any complaints, concerns or questions in writing to:

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

Requests to see or correct your information must be sent in writing to the Privacy Officer.

**Note:** *This document is designed to explain Volleyball BC's Privacy Policy. There may be details in the Policy that are not contained in this document. In the event of any difference between the two documents, the content of the Privacy Policy takes priority.*