



PRIVACY POLICY

Definitions

1. These terms will have these meanings in this Policy:
 - a) **Individual(s)** – refers to all categories of members and/or registrants defined in the Bylaws of Volleyball Canada as well as all people employed by, contracted by, or engaged in activities with or on behalf of, Volleyball Canada including, but not limited to, employees, contractors, athletes, volleyball clubs, coaches, mission staff, referees, volunteers, managers, administrators, committee members, parents or guardians, spectators, and directors and officers.
 - b) **Personal Information** - Personal information is information about an identifiable individual and could include for example, the name, date of birth, home address and phone number, personal email address, credit card information or other personal information about such identifiable individual.
 - c) **The Personal Information Protection and Electronic Documents Act (PIPEDA)** - the Federal privacy law for private-sector organizations which sets out the ground rules for how businesses must handle personal information in the course of commercial activity.
 - d) **Provincial / Territorial Associations (PTAs)** – the provincial/territorial member governing bodies for volleyball in each province/territory
 - e) **Volleyball Canada Representatives** - All Individuals employed by Volleyball Canada and Volleyball Canada Directors, Officers, Committee Members, Officials, and other Individuals who are decision-makers within Volleyball Canada.

Policy Statement

2. Volleyball Canada is committed to protecting the privacy of Individuals who use its services, and/or participate in its programs and events.

Purpose

3. The purpose of this policy is to ensure consistency in practices and procedures in administering Volleyball Canada's *Privacy Policy*, and to enhance effective application in protecting the privacy of Individuals who may use its services, and/or participate in its programs and events.
4. The policy will assist in the effective protection and management of personal information by identifying, assessing, monitoring and mitigating privacy risks in government programs and activities involving the collection, retention, use, disclosure and disposal of personal information.

Scope and Application

5. This policy applies to personal information of Individuals who may disclose personal information to Volleyball Canada or use Volleyball Canada services, and/or participate in its programs and events.
6. Volleyball Canada will comply with PIPEDA and comparable provincial legislation as applicable.
7. Provincial/Territorial Associations (PTAs) are subsidiaries of Volleyball Canada for reporting purposes under this policy. If Volleyball Canada cannot ascertain consent directly and because PTAs have a more direct relationship with members, PTAs, through their clubs, shall obtain the



consent of members to collect, and disclose to Volleyball Canada, personal information solely for the purposes identified in this policy.

8. The Chief Executive Officer has been appointed as Privacy Officer for Volleyball Canada. The Privacy Officer may delegate day-to-day responsibility for administration of this policy to other employees but the Privacy Officer remains accountable for Volleyball Canada's handling of personal information.

Provisions

9. Volleyball Canada is responsible for all personal information under its custody or control, including information that it may transfer to a third party for processing in order to provide Volleyball Canada services and programs.
10. Volleyball Canada shall endeavour to maintain appropriate procedural and technological measures and storage facilities to prevent any unauthorized use or disclosure of an Individual's personal information.
11. Volleyball Canada will not sell, share, or rent an Individual's information to others in ways different from what is disclosed in this statement without the consent of the user.
12. Volleyball Canada will obtain an Individual's express consent before using or disclosing personal information for any purposes not identified in this *Privacy Policy*.
13. Consent to store personal information can be provided electronically or it can be implied where the purpose for collecting using or disclosing an Individual's personal information would be considered obvious. Consent may be implied where Volleyball Canada provides notice and a reasonable opportunity to opt-in/opt-out of an Individual's personal information being used in accordance with this *Privacy Policy*.
14. Some of the purposes for which Volleyball Canada may collect, use and disclose an Individual's personal information include:

Non-Commercial Activity

Communications

- a) Sending communications in the form of e-news or a newsletter with content related to Volleyball Canada's programs, events, fundraising, activities, discipline, appeals, and other pertinent information
- b) Publishing articles, media relations and postings on the website, displays or posters
- c) Award nominations, biographies, and media relations
- d) Communication within and between Stakeholders and Individuals
- e) Discipline results and long term suspension list
- f) Checking residency status

Identification

- a) Informing governing bodies (e.g., PTAs, or National Sport Organizations (NSOs)) of Individuals' registration and/or participation with Volleyball Canada
- b) Informing government funders the number and demographic profile of registered Individuals



Registration, Database Entry and Monitoring

- a) Registration of programs, events and activities
- b) Database entry at the Coaching Association of Canada and to determine level of coaching certification, coaching qualifications, and coach selection.
- c) Database entry to determine level of officiating certification and qualifications
- d) Determination of eligibility, age group and appropriate level of play/competition
- e) Athlete Registration, outfitting uniforms, and various components of athlete and team selection
- f) Technical monitoring, officials training, educational purposes, sport promotion, and media publications

Commercial Activity

- a) Purchasing equipment, coaching manuals, resources and other products
- b) Promotion and sale of merchandise
- c) Video recording and photography for promotional use, marketing and advertising by Volleyball Canada

General

- a) Travel arrangement and administration
 - b) Implementation of Volleyball Canada's screening program
 - c) Medical emergency, emergency contacts or reports relating to medical or emergency issues
 - d) Determination of membership demographics and program wants and needs
 - e) Managing insurance claims and insurance investigations
 - f) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends
 - g) Payroll, honorariums, company insurance and health plans
 - h) Any and all complaints and inquiries
15. Data collected may be transferred to, and/or stored at, a destination outside Canada for processing by third-party service providers contracted by Volleyball Canada. If an Individual submits personal information, they specifically consent by doing so to such transfer, storing or processing. Volleyball Canada will take reasonable steps to ensure data is treated securely and in accordance with this *Privacy Policy*.
16. Volleyball Canada will retain personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose in accordance with this *Privacy Policy*.
17. Volleyball Canada is committed to meeting the requirements of Canada's Privacy Information and Anti-Spam Legislation, including through any commercial electronic messages sent by Volleyball Canada. An Individual may "unsubscribe" from receiving communications from Volleyball Canada at any time and will be removed from its database.
18. Withdrawal of consent for the use of personal information may be forwarded in writing to the PTAs and/or the National Registrar/Policy Officer as applicable. Such a withdrawal however, may require the cancellation of registration and suspension of activities with the Club, PTAs and Volleyball Canada.



Individual Access

19. Upon written request, and with assistance from Volleyball Canada, an individual may be informed of the existence, use and disclosure of their personal information and will be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.
20. Requested information will be disclosed to the individual within thirty (30) days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.
21. An individual may be denied access to their personal information if:
 - a) This information is prohibitively costly to provide.
 - b) The information contains references to other individuals.
 - c) The information cannot be disclosed for legal, security or commercial proprietary purposes.
 - d) The information is subject to solicitor-client or litigation privilege.
22. Upon refusal, Volleyball Canada will inform the individual the reasons for the refusal and the associated provisions of *PIPEDA*.
23. Sufficient information shall be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

Challenging Compliance

24. An individual will be able to challenge compliance with this Policy and PIPEDA to the designated individual accountable for compliance.
25. Upon receipt of a complaint Volleyball Canada will:
 - a) Record the date the complaint is received.
 - b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint.
 - c) Acknowledge receipt of the complaint by way of e-mail or telephone conversation and if necessary, clarify the nature of the complaint.
 - d) Determine whether the complaint is frivolous or vexatious and within the jurisdiction of this Policy. If it is determined the complaint is frivolous or vexatious or outside the jurisdiction of this Policy, the complaint will be dismissed immediately. The Privacy Officer's decision to the acceptance or dismissal of the complaint may not be appealed.
 - e) If it is determined that the complaint is not frivolous and vexatious and within the jurisdiction of this policy, the Privacy Officer will investigate the complaint and take corrective action to resolve the matter.
 - f) Notify the complainant the outcome of the investigation and any relevant steps taken to rectify the complaint.
26. Volleyball Canada will not dismiss, suspend, demote, discipline, harass or otherwise disadvantage any Individual within Volleyball Canada or deny that person a benefit because the Individual, acting in good faith and on the basis of reasonable belief:
 - a) Disclosed to the Privacy Commissioner of Canada that Volleyball Canada has contravened or is about to contravene PIPEDA.
 - b) Has done or stated an intention of doing anything that is required to be done in order to avoid having any person contravene PIPEDA.



- c) Has refused to do or stated an intention of refusing to do anything that is in contravention of PIPEDA.

Communications

- 27. Volleyball Canada will communicate this Policy on its website and to Volleyball Canada Representatives.
- 28. Any questions or concerns regarding the collection, use and disclosure of personal information or about this *Privacy Policy*, may contact Volleyball Canada at: info@volleyball.ca.

Review

- 29. This Policy will be reviewed at least every two years or as decided by the Chief Executive Officer and/or the Volleyball Canada Board of Directors.
- 30. This Policy will next be reviewed in October 2022.

Approval

- 31. This Policy was approved by the Volleyball Canada Board of Directors on October 13, 2020.