

Operating Policy 12 – Privacy

Policy

- 12.1. The Gabriola Land & Trails Trust (GaLTT) is committed to protecting the personal information of its members, partners and associates, and follows the principles and practices required by BC's Personal Privacy Protection Act (PIPA) legislation.
- 12.2. This policy applies to all GaLTT members, volunteers, and any person providing services or doing business on GaLTT's behalf.
- 12.3. "Personal Information" means information about an identifiable individual, including their name, home address and phone number, email address, age, sex, marital or family status, an identifying number, financial information, educational history, etc.
- 12.4. "Personal employee information" is personal information about an employee, contractor or volunteer which is collected, used or disclosed solely for the purposes of establishing, managing or terminating an employment or volunteer work relationship.
- 12.5. "Partners and associates" means individuals or businesses with whom the Society has a relationship. This includes but is not limited to landowners for whom GaLTT holds trail licences or with whom GaLTT is in negotiation.

Information collected

- 12.6. GaLTT collects personal information when individuals/families join the organization.
- 12.7. GaLTT may collect personal information from members, volunteers and participants in authorized GaLTT activities or projects. Examples: committee contact lists, work logs, volunteer sign-ups, activity registration, waivers.
- 12.8. GaLTT may collect personal information from employees, partners, and associates.
- 12.9. GaLTT may collect personal information from other individuals with their consent or as authorized by law.
- 12.10. GaLTT may collect financial information if it is required to establish membership status, meet legal and/or insurance requirements, facilitate financial transactions, or issue tax receipts.
- 12.11. GaLTT informs individuals, before or at the time of collecting personal information, of the purposes for which the information is being collected. The only time GaLTT does not provide this notification is when information is volunteered for an obvious purpose (for example, producing a credit card to pay a membership fee when the information will be used only to process the payment).

Reasons for collection

- 12.12. GaLTT collects only personal information that is needed for the purposes of:
 - communicating with members about GaLTT activities;
 - providing services to its members;
 - ensuring the safety of participants in activities;
 - complying with legal requirements or those of GaLTT's insurer;
 - conducting financial transactions; and
 - carrying on the business of the Society as described in its statement of purpose.

Consent

- 12.13. GaLTT asks for consent to collect, use or disclose personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. GaLTT may assume consent has been granted in cases where information is collected for an obvious purpose (e.g., credit card information for payment processing).
- 12.14. GaLTT assumes consent to continue to use and, where applicable, disclose personal information that has been previously collected, for the purpose for which the information was originally collected.
- 12.15. A member may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for GaLTT to fulfil legal obligations. If consent is withdrawn, GaLTT may not be able to provide certain services to that member.

Records access

- 12.16. GaLTT's member register will be shared only as required by law.
- 12.17. Communications of interest from other organizations may be passed on, but GaLTT will not share its membership register and the personal information of its members with any other organization or business.
- 12.18. Non-member information of volunteers, employees, partners, and associates is collected for internal use only and will be shared only as required by law.
- 12.19. Within the organization access to personal information is limited to those who require it in order to carry out the business of the organization. For example, contact information retained by committee members in order to communicate with each other will not be shared beyond members of that committee and/or records administrators.
- 12.20. Right of access to personal information:
 - Individuals have a right to access their own personal information in a record that is in the custody or under the control of GaLTT, subject to some exceptions specified in the Personal Information Protection Act.
 - If GaLTT refuses a request in whole or in part, it will provide the reasons for the refusal.
 - Individuals may make a request for access to their personal information by writing to the President of the Board. Requests must provide sufficient information to enable identification of the specific information requested.
 - Individuals may request information about the use of their personal information and any disclosure of that information to persons outside the organization. In addition, individuals may request a correction of an error or omission in their personal information.
 - GaLTT will respond to all requests for access to personal information, information on its use, or correction of errors and omissions, within 30 business days, unless an extension is granted by the individual requesting the information.

Use and disclosure of personal information

- 12.21. GaLTT uses and discloses personal information only for the purpose for which the information was collected, except as authorized by law.
- 12.22. GaLTT may collect, use or disclose personal information without consent only as authorized by law. For example, consent may not be requested when the use or disclosure of personal information is to determine suitability for an honour or award, or in an emergency that threatens life, health or safety.
- 12.23. If GaLTT wishes to use or disclose an individual's personal information for any new purpose except as authorized by law, GaLTT will ask for your consent.

Personal Employee Information

- 12.24. GaLTT may collect, use and disclose personal employee information without consent only for the purposes of establishing, managing or ending the employment or volunteer relationship.
- 12.25. GaLTT collects, uses and discloses personal employee information to meet the following purposes:
- Determining eligibility for work, including verifying qualifications and references;
 - Establishing training and development requirements;
 - Assessing performance and managing performance issues if they arise;
 - Administering pay and benefits (paid employees only);
 - Processing employee work-related claims, (e.g. benefits, workers' compensation, insurance claims; paid employees only);
 - Complying with requirements of funding bodies (e.g. lottery grants);
 - Complying with applicable laws (e.g. Canada Income Tax Act, BC Employment Standards Code).
- 12.26. GaLTT only collects, uses and discloses the amount and type of personal employee information that is reasonable to meet the above purposes.
- 12.27. GaLTT will inform its employees and volunteers of any new purpose for which it will collect, use, or disclose personal employee information, or will obtain your consent, before or at the time the information is collected.
- 12.28. References: it is GaLTT's policy not to disclose personal information about employees and volunteers to other organizations without prior consent.

Photography

- 12.29. Individuals who are identifiable in photographs may not be included in GaLTT's print and electronic publications without their consent.
- 12.30. A photographer who submits a photo for use in GaLTT communication materials is responsible for:
- Explaining to any person or persons shown in the photo that photographs taken at the event or activity may be submitted to GaLTT for use in print or digital/online communication materials promoting GaLTT and its activities, including but not limited to: brochures, flyers, newsletters, posters, the GaLTT website, and social media such as Facebook and Instagram.
 - Obtaining consent from all recognizable individuals in a photo to allow its publication in GaLTT communication materials. Consent must be documented.
 - Certifying to GaLTT that consent has been obtained from any recognizable individuals for unlimited publishing and reproduction of the image for the purposes of promoting the organization and its activities.
- 12.31. Consent for the use of any image that personally identifies an individual may be withdrawn at any time. If consent is withdrawn the image will not be used in future print materials and will be removed from online content.
- 12.32. At public events (e.g. the AGM) it will be announced at the beginning that photographs will be taken and used in print or electronic GaLTT communications materials. Consent for this will be deemed to be "consent by not declining consent"—if an individual does not opt out they will be understood to have given consent. Any individual may explicitly refuse consent, and a GaLTT member will be designated as contact for registering their refusal and ensuring that a recognizable image of them is not used.

Safeguards and security measures

General:

- 12.33. GaLTT makes every reasonable effort to ensure that personal information is accurate and complete. GaLTT relies on individuals to notify it if there is a change to their personal information that may affect their relationship with the organization.
- 12.34. Personal information is protected in a manner appropriate for the sensitivity of the information. GaLTT makes every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.
- 12.35. GaLTT uses appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.
- 12.36. GaLTT retains personal information only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.
- 12.37. Guidance documents will be provided to Board and committee members explaining how GaLTT policies and practices apply in context.
- 12.38. Details of GaLTT's security practices are available to members on request.
- 12.39. GaLTT will review practices and procedures regularly and will update them as necessary.

Membership records:

- 12.40. Individual member names and contact information may not be published in print or on GaLTT's website or other electronic media without prior consent.

Practice

Information Collected

- 12.41. All GaLTT forms used to collect personal information shall include a clause explaining the reasons for its collection and clarifying that completion of the form provides consent. For family memberships, the individual completing the form is assumed to provide consent for all members of the family.
- 12.42. The Secretary will record minutes of Board meetings, not including individuals' contact information. When members of the Society or public are discussed in the context of GaLTT business, they will remain anonymous in the minutes.
- 12.43. The GaLTT Board of Directors and/or committee members will protect and keep private discussions with private landowners, or about GaLTT's interest in specific private land, unless expressly permitted by the landowner. Any discussions of private land interests will take place in-camera, where minutes are not recorded, unless specific permission is provided by the landowner.

Records access

- 12.44. The official register of members will be retained by the Membership Chair.
- 12.45. Directors' consent forms shall be filed with the Society's official documents maintained by the Secretary and their privacy protected.
- 12.46. Access to the personal information of GaLTT's membership will be limited to the Membership Committee except as required by law.
- 12.47. Each standing or ad hoc committee will set the terms of access to any personal information held by that committee, following the principle of limiting access except as necessary. For example, contact

information retained by committee members in order to communicate with each other will not be shared beyond members of that committee and/or records administrators.

12.48. Personal information relating to financial transactions will be disclosed only as required by law.

Personal employee information

12.49. *[CONTENT PENDING: section on who will manage the records, who can access them, and other practical details; to be developed when overall administrative infrastructure for employee management is set up]*

Safeguards and security measures

12.50. Individual's names and contact information may not be published on GaLTT's website or other electronic media without specific permission.

12.51. Membership application forms will not be shared beyond the Membership Committee.

12.52. Contact information necessarily recorded on membership application forms shall not be shared beyond the Membership Committee apart from specified exceptions:

- Where authorized by the member, email addresses will be provided to the email list manager.
- Where authorized by the member, email addresses and/or other personal contact information relating to committee or otherwise authorized activities may be shared with other participants.

12.53. Group emails sent out to member and volunteer lists by authorized board members shall be sent as blind copies so that other recipients' email addresses are not visible to individual members.

12.54. Directors' consent forms shall be filed with the Society's official documents maintained by the Secretary and their privacy protected.

12.55. Board meeting minutes will not include an individual's contact information.

12.56. Committees will protect personal information collected during the course of their work and limit access to it.

12.57. The number of documents containing personal information which are not publicly available will be limited, and such documents will be protected.

12.58. Procedural documents specifying security practices for hardcopy and electronic files will be provided to the GaLTT board and committee members.

12.59. Disposal of records:

- Hardcopy files will be shredded.
- Electronic/online files are deleted and the trash is immediately emptied.

Record retention

12.60. In general records containing personal information are retained for the duration of the purpose for which the information was collected, plus a maximum of one year.

- Membership records are retained for the duration of a membership plus one year after the membership has expired
- Records relating to an activity are retained for a maximum of one year after the end of the activity, except as required by law or GaLTT's insurer.
- Records of legal agreements in general are retained for the duration of the agreement plus one year. This period may be extended if GaLTT's interest in a property continues.
- Legal documents relating to trail licences are retained as a historical record. Personal information of landholders is removed from any other documentation relating to the licence.

- Records of covenants are retained in perpetuity because covenants may not be extinguished.
- Records relating to properties of interest are retained for the duration of GaLTT's interest in them plus one year.

—*DATE ADOPTED: January 2005; DATES AMENDED: January 2018, December 2020*