

The Mission to Seafarers (Vancouver)

Privacy Policy

Part 1: Introduction

- 1.1 The Mission to Seafarers (the “**Mission**”) is committed to respecting the privacy of its employees, volunteers, and members. In demonstration of this commitment and in compliance with British Columbia’s *Personal Information Protection Act* (“**PIPA**”), the Mission has created this Privacy Policy (the “**Policy**”). PIPA sets out rules for how organizations such as the Mission can collect, use and disclose your personal information.
- 1.2 All directors, officers, employees and volunteers of the Mission are required to comply with the Policy. All other persons or organizations who act for, or on behalf of, the Mission are also required to comply with the Policy.
- 1.3 In this Policy, the Mission will address the collection, use, distribution and retention of personal information. The Mission will also set out a process for addressing questions, requests for access, and complaints.

Part 2: Definitions

- 2.1 **Personal information** means information about an identifiable individual, such as someone’s name, home address, social insurance number, sex, income or family status.
- 2.2 **Employee personal information** is information that is collected, used or disclosed solely for the purposes reasonably required to establish, maintain, manage or terminate an employment relationship between an employee (including a volunteer) and an organization. This may include information such as name, home address, educational history and employment history. This does not include *contact information* or *work product information* (see below).
- 2.3 **Work product information** is information that is prepared or collected by an employee as part of that individual’s work responsibilities, but does not include information about an individual who did not prepare or collect that information.

Part 3: Accountability

- 3.1 The Mission is responsible for personal information under its control, including the Mission’s ability to decide how to use, disclose and store personal information, how long to keep personal information and how to dispose of it. To fulfill its responsibilities and comply with PIPA:
 - a) The Board of Directors will from time to time revisit our Policy and ensure routine compliance with it.
 - b) We have developed procedures in accordance with this Policy to govern the handling of personal information and respond to questions, requests for access, and complaints.

- c) Our staff and volunteers are trained in accordance with this Policy and committed to ensuring privacy is protected.
- d) Our Policy is made available through our office and website.

Part 4: Purposes and Limits

- 4.1 The Mission is committed to ensuring that the purposes for which personal information is collected, used or disclosed are identified.
- 4.2 The Mission will only collect or use personal information that is necessary to fulfill the following purposes:
 - a) to verify identity;
 - b) to identify member preferences;
 - c) to send out membership information;
 - d) to contact individuals for fundraising;
 - e) to ensure a high standard of service to our members; and
 - f) to meet the requirements under PIPA.
- 4.3 The Mission will make these purposes known to individuals at the time that personal information is being collected, either orally, electronically or in writing.
- 4.4 The Mission will not collect, use or disclose personal information except for the identified purposes unless the Mission has received further consent from the individual.
- 4.5 The Mission will only collect, use or disclose personal information in accordance with PIPA.
- 4.6 The types of personal information the Mission may collect and use include: name, mailing address, phone number, email address and the organization an individual works for (for the purpose of events put on by the Mission, such as the Cycle for Seafarers event).

Part 5: Disclosure

- 5.1 If the Mission retains another person or organization to do work for it that involves personal information, the Mission will ensure there is an agreement in place that commits the person or organization providing services to adhere to the Policy.
- 5.2 The Mission will disclose personal information where authorized by PIPA or required by law (examples of a legal requirement to disclose personal information include a court order, subpoena or search warrant).
- 5.3 The Mission will not sell or rent personal information to anyone outside the Mission unless those individuals have given consent in accordance with PIPA.

Part 6: Consent

- 6.1 The Mission will obtain consent of an individual to collect, use or disclose personal information except where we are legally authorized or required to do so without consent.

- 6.2 Under PIPA, consent is considered to be given when an individual, knowing the purpose for the collection of his or her personal information, voluntarily gives that information to you.
- 6.3 Consent can be provided orally, in writing, or electronically and consent may be implied or express depending on the nature and sensitivity of the personal information.
- 6.4 Consent is 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 obvious purpose.
- 6.5 The Mission will tell individuals the purpose for collecting personal information and give them a chance to refuse to give the Mission their personal information or a chance to withdraw their consent later (subject to certain exceptions).
- 6.6 Individuals may withdraw their consent at any time by giving the Mission reasonable notice; however, they cannot withdraw consent where doing so would frustrate performance of a legal obligation (such as a contract between the individual and the Mission).
- 6.7 When individuals tell the Mission they are withdrawing consent, PIPA requires the Mission inform them of the likely consequences of withdrawing consent (such as the Mission being unable to provide the individuals with services or goods that require their personal information).
- 6.8 The following are examples of when the Mission may *collect* personal information of an individual without their consent:
- a) when the personal information is collected by observation at a performance, sports meet or similar event that is open to the public and at which the individual voluntarily attends;
 - b) when the personal information is available to the public;
 - c) when the information is used to decide whether an individual is suitable for an honour, award or other similar benefit, such as a scholarship or bursary (but not a job or a promotion); and
 - d) when another act or regulation requires or allows for the collection of information without consent.
- 6.9 The Mission may *use* an individual's personal information without his or her consent in the circumstances enumerated in paragraph 6.8 above. In addition, the Mission may use personal information to respond to an emergency that threatens the life, health or security of an individual or the public. For example, the Mission could use the personal information to prevent an individual from being injured after hearing another person make a threat against that individual.
- 6.10 The Mission may *disclose* an individual's personal information without his or her consent in the circumstances enumerated in paragraph 6.8 above. In addition, the Mission may disclose personal information without consent in other circumstances, including the following:

- a) when a treaty requires or allows for disclosure without consent and the treaty is made under an act or regulation of British Columbia or Canada;
- b) when the disclosure is necessary to comply with a subpoena, warrant or order by a court or other agency with jurisdiction to compel the production of personal information. For example, the Mission may disclose personal information without consent when a court order is served on the Mission;
- c) when the disclosure is to a public body or a law enforcement agency in Canada to assist an investigation of an offence under the laws of Canada or a province of Canada. For example, disclosing personal information to WorkSafe BC to carry out an investigation of a workplace accident;
- d) when the information is disclosed to respond to an emergency that threatens the health or safety of an individual or the public and if notice of the disclosure is mailed to the last known address of the individual to whom the personal information relates. For example, if an individual makes a serious threat against another person, the information may be disclosed to prevent the person from being injured, as long as the Mission notifies the individual about the disclosure;
- e) when disclosure is needed to contact next of kin or a friend of an injured, ill or deceased individual;
- f) when the disclosure is to a lawyer representing the Mission; and
- g) when the disclosure is to an archival institution if the collection of the personal information is reasonable for research or archival purposes.

6.11 In the case of *employee personal information*, PIPA allows the Mission to collect, use or disclose employee personal information without consent if it is reasonable for the purposes of establishing, managing or terminating an employment relationship between the Mission and the employee. In such cases, PIPA still requires the Mission to notify employees of the collection, use or disclosure.

Part 7: Retention

- 7.1 The Mission will keep personal information used to make a decision that directly affects an individual for at least one year after the mission makes that decision.
- 7.2 Subject to the above, the Mission will only retain personal information for as long as necessary to fulfill the identified purposes or as long as required for a legal or business purpose.
- 7.3 When the purpose for which personal information was collected is no longer being served by retention of the personal information and when personal information is no longer necessary for legal or business purposes, the Mission will ensure that it is deleted, destroyed or made anonymous.

Part 8: Accuracy

- 8.1 The Mission is committed to ensuring the accuracy of personal information and will take reasonable efforts to ensure that the personal information the Mission collects, uses or discloses is accurate and complete.

- 8.2 Individuals may write to the Mission to ask the Mission to correct any errors or omissions in their personal information that is under the Mission's control.
- 8.3 If the Mission is satisfied that an individual's request for correction is reasonable, the Mission will correct the personal information as soon as reasonably possible.
- 8.4 The Mission will, as soon as reasonably possible, also send an individual's corrected personal information to each organization it was disclosed to during the year before the Mission corrected it.
- 8.5 If the Mission does not correct an individual's personal information, the Mission will note the requested correction on copies of the personal information under the Mission's custody or control.

Part 9: Access

- 9.1 Individuals have the right to access their personal information under the Mission's custody or control.
- 9.2 A request for access to personal information must be made in writing.
- 9.3 The Mission may require individuals to prove their identity before giving them access to their personal information.
- 9.4 The Mission will give individuals their personal information under the Mission's control, information about the ways in which their information is or has been used, and the names of the individuals and organizations to which their personal information has been disclosed.
- 9.5 PIPA allows the Mission to charge a "minimal" fee for providing an individual with access to his or her personal information.
- 9.6 If a fee is required, the Mission will give the individual a written fee estimate in advance.
- 9.7 The Mission may require payment of a deposit or the whole fee before releasing the requested information.
- 9.8 The Mission will provide requested information within 30 business days after it is requested or the Mission will give written notice if it needs more time to respond.
- 9.9 In some cases, the Mission will not give an individual access to certain personal information where authorized or required by PIPA to refuse access.
- 9.10 If the Mission refuses an access request, it will tell the applicant in writing, stating the reasons for the refusal and outlining further steps that are available to the applicant (including the right to ask the Office of the Information and Privacy Commissioner for British Columbia to review the decision).

Part 10: Safeguards

- 10.1 The Mission is concerned about the safety of personal information. In order to address security concerns, we have developed the following safeguards:
- a) **Physical safeguards**, including locked cabinets, restricted access to areas where sensitive personal information is kept, and an alarm system;
 - b) **Administrative safeguards**, including employee confidentiality agreements regarding personal information and restricting access to personal information on a need-to-know basis; and
 - c) **Technological safeguards**, including the use of passwords, firewalls, and encryption.
- 10.2 When the Mission retains another organization to do work for it that involves personal information, the Mission will ensure there is an agreement in place that commits the organization providing services to adhere to the Policy.
- 10.3 The Mission shall stress to both employees and volunteers the importance of safeguarding the confidential nature of personal information.
- 10.4 The Mission will use reasonably secure methods when destroying personal information such as shredding documents and deleting electronic records.

Part 11: Transparency

- 11.1 The Mission is committed to making the Policy and procedures outlined herein available to anyone interested.
- 11.2 The Mission will demonstrate its commitment by making the Policy available through its office and on its website.

Part 12: Compliance

- 12.1 The Mission's Senior Chaplain shall be responsible for questions, requests for access, and complaints relating to personal information.
- 12.2 Complaints regarding the Policy or treatment of personal information must be made to the Senior Chaplain and must be in writing.
- 12.3 All complaints shall be investigated by the Senior Chaplain.
- 12.4 If a complaint is found to be justified, the Senior Chaplain shall take appropriate measures, including, if necessary, amending this Policy with approval of the Mission Board of Directors.
- 12.5 The Senior Chaplain may seek external advice where appropriate before providing a final response to a complaint.

- 12.6 If the Senior Chaplain is the subject of the complaint, then the Chair of the Board of Directors will address the complaint.
- 12.7 The Mission's procedure for dealing with complaints is as follows:
- a) Record the date and nature of a complaint when it is received;
 - b) Acknowledge receipt of the complaint promptly;
 - c) Review the matter fairly and impartially, providing to the individual, where possible, access to relevant records;
 - d) Notify the individual of the outcome of the investigation promptly and clearly; and
 - e) Correct any inaccurate or incomplete information when possible.
- 12.8 The contact information for the Senior Chaplain is as follows:
- Reverend Peter Smyth
Mission to Seafarers, Port of Vancouver
401 East Waterfront Road, BC, Canada, V6A 4G9
Email: vanchaplain.missiontoseafarers@gmail.com
Telephone: 604 253 4421
- 12.9 If an individual is not satisfied with the Mission's response, he or she can contact the Office of the Information and Privacy Commissioner for British Columbia.