

Privacy Policy Statement

West Panorama Ridge Ratepayers Association (WPRRA) will collect, use and disclose the personal information* of members in a manner that protects such information, and will abide by the principles and requirements as specified in the Personal Information Protection Act (PIPA).

**Personal information is considered to be any information that may identify an individual.*

Application

The principles and requirements set out in this policy apply to the collection, use and disclosure of personal information by WPRRA.

Summary of Principles

Principle 1 – Accountability

WPRRA is responsible for personal information under its control. To ensure WPRRA accountability and adherence to this policy, as well as timely response to questions of interpretation and possible complaints, the current Secretary for WPRRA will assume the responsibilities of Privacy Officer. Public information regarding WPRRA's privacy policy and practices shall include current contact information for the Privacy Officer.

Principle 2 – Identifying Purposes for Collection of Personal Information

WPRRA shall identify the purpose for which personal information is collected at or before the time the information is collected. Collection of personal information will be limited to what is necessary to fulfill the purpose for which the data is being collected.

Principle 3 – Obtaining Consent for Collection, Use or Disclosure of Personal Information

The knowledge and consent of a member is required for the collection, use or disclosure of personal information, except where inappropriate, including how and with whom any information may be shared. Members have the right to abstain from providing personal information on the understanding that if they choose, the purpose for which the information was being collected may not be fulfilled and/or that WPRRA may not be able to provide some services to the member.

Principle 4 – Limiting Collection of Personal Information

WPRRA shall limit the collection of personal information to that which is necessary for the purposes identified by the society. WPRRA shall collect personal information by fair and lawful means.

Principle 5 – Limiting Use, Disclosure, and Retention of Personal Information

WPRRA shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the member, or as required by law. WPRRA shall retain personal information only for as long as necessary for the fulfillment of those purposes.

Principle 6 – Accuracy of Personal Information

Personal information shall be as accurate, complete and up to date as is necessary for the purposes for which it is to be used.

Principle 7 – Security Safeguards

WPRRA shall protect personal information by security safeguards appropriate to the sensitivity of the information. Personal information will be maintained in strict confidence and will be safeguarded through the use of administrative, physical and technological means such as database passwords and restricted access to secured storage cabinets and rooms, as appropriate.

Principle 8 – Openness to Concerning Policies and Practices

WPRRA shall make readily available to members specific information about its policies and practices relating to the management of personal information. Individuals from whom personal information has been collected have the right to access their own information to confirm accuracy and/or make appropriate changes, as needed

Principle 9 – Customer and Employee Access to Personal Information

WPRRA shall inform a member of the existence, use and disclosure of his or her personal information upon request and shall give the individual access to that information. A member shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

Principle 10 – Challenging Compliance

A member shall be able to address a challenge concerning compliance with the above principles to the designated person or persons accountable for compliance by WPRRA with the WPRRA Privacy Policy.

The ten (10) principles which form the basis of the WPRRA Privacy Policy are interrelated and WPRRA shall adhere to the ten (10) principles as a whole.

Privacy Officer

The Privacy Officer of WPRRA shall be accountable for ensuring that the collection and use of personal information complies with the Privacy Policy of WPRRA as well as any appropriate legislated requirements. The Privacy Officer shall address any actual or potential breaches of this Privacy Policy, or any complaints received from individuals from whom personal information has been collected.

Complaints

If any member believes he or she has a possible complaint regarding the collection, use or disclosure of his or her personal information by WPRRA, such complaint shall be in writing and submitted to the Privacy Officer.

All complaints received shall be investigated and the outcome documented. The Privacy Officer shall manage the investigation process, delegating where appropriate. To ensure all relevant information is obtained in order to make a determination concerning a complaint, the Privacy Officer shall have access to all relevant WPRRA records pertaining to the circumstances of the complaint.

If an investigation reveals any inaccurate personal information, or any practices not in keeping with legislated requirements or this WPRRA Privacy Policy, such instances shall be remedied by WPRRA as promptly as reasonably possible.

All complaints will be dealt with thoroughly, and the Privacy Officer or delegate will provide an appropriate decision and written response within reasonable time frames. Such response shall outline the review process undertaken, changes (if any) to data handling practices or corrections to personal information made as a result of the complaint, as well as information for possible appeal of the WPRRA decision to the Information and Privacy Commissioner of BC.