



BC Amateur Baseball Association

#310 – 15225 104th Avenue, Surrey, BC V3R 6Y8

T:(604) 586-3310
F:(604) 586-3313
E:info1@baseball.bc.ca
I: www.baseball.bc.ca

Personal Information Protection Policy

(1.0) Introduction

Baseball BC believes in fostering a safe, welcoming, and inclusive environment for participants and is committed to providing members with exceptional service. As providing this service involves the collection, use, and disclosure of some personal information about our members, protecting their personal information is one of our highest priorities.

While we have always respected our members' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information because of British Columbia's *Personal Information Protection Act* (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use, and disclose personal information.

We will inform our members of why and how we collect, use, and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' personal information and allows our members to request access to, and correction of, their personal information.

(2.0) Scope of this Policy

This Personal Information Protection Policy applies to Baseball BC and its member organizations when collecting information on behalf of Baseball BC.

This policy also applies to any service providers collecting, using, or disclosing personal information on behalf of Baseball BC.



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(3.0) Definitions

Personal Information – means information about an identifiable *individual*. Personal information does not include contact information.

Contact information – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number, and social media addresses. Contact information is not covered by this policy or PIPA.

Privacy Officer – means the individual designated with responsibility for ensuring that Baseball BC complies with this policy and PIPA.

(4.0) Collecting Personal Information

Unless the purposes for collecting personal information are obvious and the member voluntarily provides their personal information for those purposes, Baseball BC will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection. We will only collect member information that is necessary to fulfill the following purposes:

- To verify identity
- To identify member preferences
- To deliver requested products and services
- To guarantee a travel or hotel reservation
- To enrol the athlete in a program
- To send out association membership information
- To contact our members for fundraising
- To ensure a high standard of service to our members
- To meet regulatory requirements



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(5.0) Consent

We will obtain member consent to collect, use, or disclose personal information except where, as noted below, we are authorized to do so without consent.

Consent can be provided in writing, electronically, through an authorized representative, or it can be implied where the purpose for collecting, using, or disclosing the personal information would be considered obvious and the member voluntarily provides personal information for that purpose.

Consent may also be implied where a member is given notice and a reasonable opportunity to opt-out of their personal information being used for mail-outs, the marketing of new services or products, fundraising and the member does not opt-out.

Subject to certain exceptions (e.g., the personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), members can withhold or withdraw their consent for Baseball BC to use their personal information in certain ways. A members' decision to withhold or withdraw their consent to certain uses of personal information may restrict Baseball BC's ability to provide a particular service or product. If so, we will explain the situation to assist the member in making the decision. We may collect, use, or disclose personal information without the member's knowledge or consent in the following limited circumstances:

- When the collection, use, or disclosure of personal information is permitted or required by law
- In an emergency that threatens an individual's life, health, or personal security
- When the personal information is available from a public source (e.g. a telephone directory)
- To protect ourselves from fraud
- To investigate an anticipated breach of an agreement or a contravention of law



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(6.0) Using and Disclosing Personal Information

We will only use or disclose member personal information where necessary to fulfill the purposes identified at the time of collection or for a purpose reasonably related to those purposes such as:

- To conduct client, customer, or member surveys to enhance the provision of our services
- To contact our members directly about products and services that may be of interest

We will not use or disclose member personal information for any additional purpose unless we obtain consent to do so. We will not sell member lists or personal information to other parties.

(7.0) Retaining Personal Information

If we use member personal information to make a decision that directly affects the member, we will retain that personal information for at least one year so that the member has a reasonable opportunity to request access to it. We will retain member personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

(8.0) Ensuring Accuracy of Personal Information

We will make reasonable efforts to ensure that member personal information is accurate and complete where it may be used to make a decision about the member or disclosed to another organization.

Members may request correction to their personal information to ensure its accuracy and completeness. A request to correct personal information must be made in writing via email and provide sufficient detail to identify the personal information and the correction being sought.

If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the members' correction request in the file.



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(9.0) Securing Personal Information

We are committed to ensuring the security of member personal information to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal, or similar risks.

The following security measures will be followed to ensure that member personal information is appropriately protected:

- The use of locked filing cabinets; physically securing offices where personal information is held
- The use of user IDs, passwords, encryption, and firewalls
- Restricting employee access to personal information as appropriate (i.e., only those that need to know will have access)
- Contractually requiring any service providers to provide comparable security measures

We will use appropriate security measures when destroying members' personal information, such as shredding documents and deleting electronically stored information.

We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

(10.0) Providing Members Access to Personal Information

Members have a right to access their personal information, subject to limited exceptions. Some examples include:

- Solicitor-client privilege
- When disclosure would reveal personal information about another individual
- Health and safety concerns

A request to access personal information must be made in writing via email and provide sufficient detail to identify the personal information being sought. A request to access personal information should be forwarded to the Privacy Officer.

Upon request, we will also tell members how we use their personal information and to whom it has been disclosed, if applicable.



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We will make the requested information available within 30 business days or provide written notice of an extension where additional time is required to fulfill the request.

A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the member of the cost and request further direction from the member on whether we should proceed with the request.

If a request is refused in full or in part, we will notify the member in writing, providing the reasons for refusal and the recourse available to the member.

(11.0) Questions and Complaints: The Role of the Privacy Officer or designated individual

The Privacy Officer is responsible for ensuring Baseball BC's compliance with this policy and the *Personal Information Protection Act*.

Members should direct any complaints, concerns, or questions regarding Baseball BC's compliance in writing by email to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the member may also write to the Information and Privacy Commissioner of British Columbia.

Contact information for Baseball BC's Privacy Officer:

David Laing – Chief executive officer
604-586-3312
davidlaing@baseball.bc.ca