



Cerebral Palsy Association of British Columbia

102-317 Columbia Street

New Westminster, BC V3L 1A7

Charitable BN 106904204-RR0001

Phone: (604) 515-9455

Toll Free: Enquiry CP 1-800-663-0004

Fax: (604) 515-9466

Email: info@bccerebralpalsy.com

Website: www.bccerebralpalsy.com

Protection of Personal Information

1. The Cerebral Palsy Association of B.C. (CPABC) will endeavour, within the limits of its resources, to protect the personal information of members, donors, trainees, employees, volunteers, clients, suppliers and contractors. We will endeavour to collect, store, use and disclose only that personal information needed to:
 - a. Provide services required by clients and members;
 - b. Establish, maintain or terminate relationships with employees and/or volunteers;
 - c. Administer our organization, raise funds and execute commercial obligations; and/or
 - d. Meet legal requirements.

We will endeavour to inform the individual from whom personal information is being collected of our purposes and obtain consent from such individuals to the collection, use, storage or disclosure for the purposes indicated. When possible, we will collect any required personal information directly from the individual to whom it pertains.

2. Definition of Personal Information:
 - a. Personal information is information about an identifiable individual and includes employee information;
 - b. Personal information does not include business contact information or work product information.
3. Any enquiries or concerns with regard to the personal information we have about individuals or about the application of this policy should be directed to our Privacy Officer at:

The Cerebral Palsy Association of BC
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4. We will make every reasonable effort to ensure the accuracy and completeness of the personal information we collect, store, use and disclose. Individuals

wishing to access or correct the personal information we have about them should contact us at the above referenced telephone number or mailing address.

5. Individuals who have given consent for us to collect, use, store or disclose personal information have the right to withdraw that consent at any time on giving us written or oral notice.
6. We will make every reasonable effort to protect the personal information in our custody and control with safeguards appropriate to its sensitivity.
7. Donors and Supporters. CPABC collects personal information about its donors and potential supporters, including name, title, address, telephone number, past donations and other relevant contact information. This personal information is collected for the following purposes to:
 - a. Comply with Canada Customs and Revenue Agency requirements
 - b. Provide donors with periodic stewardship information;
 - c. Provide donors with appropriate recognition;
 - d. Provide donors and potential supporters with information about CPABC activities, and to promote opportunities where donors and potential supporters may support us.
8. Donors of real property:
 - a. Personal information required from individuals wishing to donate real property to CPABC includes:
 - i. Name
 - ii. Address
 - iii. Telephone number
 - b. When third party appraisals of real property are obtained by CPABC at its expense and or supplied by the donor a copy is retained at the CPABC office for purposes pertaining to selling the donated real property and for purposes required by law. We will endeavour to delete personal information pertaining to the donor.
9. Buyers of Goods
 - a. We only collect/use or disclose contact information about the buyers of goods when they pay by credit card in which case we only retain the personal information required by the issuer of the card.
 - b. Individuals who pay by cheque are required to present two pieces of identification (including at least one photo id) from British Columbia.
10. Employee/Volunteer/Subcontractor information:
 - a. Includes personal information about an individual that we collect, use or disclose solely for purposes related to establishing, maintaining or terminating the employment, volunteer or subcontract arrangement.

- b. When collecting such information, we will make reasonable efforts to identify the purpose for which the information is being collected, used and disclosed and, where necessary, obtain consent.
- c. Information collected from employees for enrolment in a benefit plan is only disclosed to the insurer from whom the coverage is purchased unless otherwise consented to.

11. Member information:

- a. Personal information required from individuals and families wishing to become members of CPABC includes:
 - i. Name
 - ii. Address
 - iii. Telephone number
 - iv. Email address
- b. Reasonable efforts will be made to ensure no personal information collected from a member is disclosed to third parties without the member's consent.
- c. Personal information will be collected from members for the purposes of promoting events, programs and opportunities for member involvement.

12. Resumes

Our organization will endeavour to evaluate, act upon and store, for twelve months from the date of the receipt, both unsolicited and solicited resumes.

13. Disclosure of Personal Information

- a. Our organization will make reasonable efforts to ensure personal information collected from members, donors, trainees, employees, volunteers, customers, clients, suppliers and contractors is not disclosed to third parties unless required by law or as part of a credit card or banking transaction, and that
- b. No personal information of these individuals is available on the Internet through our website or otherwise.

14. Access to Personal Information

- a. Individuals wanting to access their personal information may contact our Privacy Officer to arrange for access.

15. Complaints and Concerns

- a. Complaints or concerns regarding personal information must be presented in writing.
- b. We will make reasonable efforts to investigate complaints and respond within thirty days.
- c. Depending on the time and effort required to investigate and deal with a complaint, a nominal fee may be charged. In such case we will advise the complainant before undertaking action.

Web Site Privacy Statement

You can visit the CPABC web site without revealing your name or any personal information about yourself. However, we collect the user names of visitors; monitor the number of visits and time spent on this web site so as to provide an indication of its helpfulness. If you wish to have your name removed from any listing, please call, write or e-mail us:

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**Cerebral Palsy Association of B.C.
PERSONAL INFORMATION
REQUEST/COMPLAINT FORM**

Name: _____

Address: _____

Telephone Number: (h) _____ (o) _____

Fax (if any): _____

Email address (if any): _____

I wish to file a request or complaint (check applicable box) regarding my personal information, which is being or has been held or processed by your organization.

(Please briefly state the nature of your request or complaint):

Signature: _____

Date: _____

FOR OFFICE USE ONLY

Date received: _____ By (print name): _____

Date acknowledged: _____ By (print name): _____

Date of response: _____ By (print name): _____