

CSMTA PRIVACY POLICY

1.0 Purpose of CSMTA Privacy Policy

The Canadian Sport Massage Therapist Association is a not-for-profit National organization with a volunteer board of directors whose purpose is to develop and promote Sport Massage for affiliated members as well as among all members of the athletic/sport community.

This privacy policy has been developed to comply with Canada's *Personal Information Protection and Electronic Documents Act* ("*PIPEDA*"). *PIPEDA* sets out rules for the collection, use and disclosure of personal information in the course of commercial activity as defined in the Act.

1.1 The Ten Principles of *PIPEDA* Summarized

The ten principles of *PIPEDA* that form the basis of this Privacy Policy are as follows:

1. **Accountability:** organizations are accountable for the personal information they collect, use, retain and disclose in the course of their commercial activities, including, but not limited to, the appointment of a Chief Privacy Officer;
2. **Identifying Purposes:** organizations are to explain the purposes for which the information is being used at the time of collection and can only be used for those purposes;
3. **Consent:** organizations must obtain an Individual's express or implied consent when they collect, use, or disclose the individual's personal information;
4. **Limiting Collection:** the collection of personal information must be limited to only the amount and type that is reasonably necessary for the identified purposes;
5. **Limiting Use, Disclosure and Retention:** personal information must be used for only the identified purposes, and must not be disclosed to third parties unless the Individual consents to the alternative use or disclosure;

6. Accuracy: organizations are required to keep personal information in active files accurate and up-to-date;
7. Safeguards: organizations are to use physical, organizational, and technological safeguards to protect personal information from unauthorized access or disclosure.
8. Openness: organizations must inform their clients and train their employees about their privacy policies and procedures;
9. Individual Access: an individual has a right to access personal information held by an organization and to challenge its accuracy if need be; and
10. Provide Recourse: organizations are to inform clients and employees of how to bring a request for access, or complaint, to the Chief Privacy Officer, and respond promptly to a request or complaint by the individual.

This Privacy Policy applies to CSMTA's Board of Directors, National Office Coordinator, Committee's, Provincial Chapters. As well, the CSMTA ensures that all third party service providers sign confidentiality agreements prior to any transfer of an individual's personal information in the course of providing the business loans, business development advice, and other related information and/or services.

1.2 Definitions

"Personal information" means any information about an identifiable individual. It includes, without limitation, information relating to identity, nationality, age, gender, address, telephone number, e-mail address, Social Insurance Number, date of birth, marital status, education, employment health history, assets, liabilities, payment records, credit records, loan records, income and information relating to financial transactions as well as certain personal opinions or views of an Individual.

"Business information" means business name, business address, business telephone number, and name of owner, officer and director, job titles, business registration numbers (GST, RST, and source deductions), financial status. Although business information is not subject to *PIPEDA*, confidentiality of business information will be treated with the same security measures by Board members, as is required for individual personal information under *PIPEDA*.

"Member" means a person who has paid membership dues to belong to the CSMTA.
"Application" means the application form or related forms completed by the individual(s) to become a member of the CSMTA.

"Data base" means the list of names, addresses and telephone numbers of CSMTA Members held at the CSMTA National office but not limited to, computer files, paper files, and files on computer hard-drives.

"File" means the information collected in the course of processing an application, as well as information collected/updated to maintain /service the account.

"Express consent" means the individual signs the application, or other forms containing personal information, for the purposes set out in the application and/or forms.

"Implied Consent" means the organization may assume that the individual consents to the information being used, retained and disclosed for the original purposes, unless notified by the individual.

"Third Party" means a person or company that provides services to THE CSMTA in support of the programs, benefits, and other services offered by the CSMTA, such as other lenders, credit bureaus, persons with whom the individual or client does business, but does *not* include any Government office or department to whom the CSMTA Reports in the delivery of such programs, benefits or services.

2.0 Purposes of Collecting Personal Information

Personal information is collected in order to assess the eligibility of the individual completing an application for membership and any other administrative needs from a third party. The individual is the main source of information but the CSMTA may also ask to obtain information directly from a third source where the individual does not have the required information.

Only that information which is required to make a determination of an individual's eligibility will be collected. Although the individual's Social Insurance Number may be requested in the application for confirming identification of the individual to the credit reporting agency, provision of this personal information is *optional*. The individual may provide alternative forms of identification, such as date of birth and driver's license number.

3.0 Consent

An individual's express, written consent will be obtained before or at the time of collecting personal information. The purposes for the collection, use or disclosure of the personal information will be provided to the individual at the time of seeking his or her consent. Once consent is obtained from the individual to use his or her information for those purposes, the CSMTA has the individual's implied consent to collect or receive any supplementary information that is necessary to fulfil the same purposes. Express consent will also be obtained if, or when, a new use is identified.

By signing the application and/or other forms, implied consent is granted by the individual to obtain and/or to verify information from third parties such as National Sporting Organizations, Provincial Chapters.

An individual can choose not to provide some or all of their personal information at any time, but if the CSMETA is unable to collect sufficient information to validate the membership it may be denied.

A client or an individual can withdraw consent to the CSMETA's use of personal information at any time prior to the application being approved, by making such request in writing.

4.0 Limiting Collection

Personal information collected will be limited to the purposes set out in this Privacy Policy, CSMETA applications, and/or other forms.

5.0 Limiting Use, Disclosure and Retention 5.1 Use of Personal Information

Personal information will be used for only those purposes to which the individual has consented with the following exceptions, as permitted under *PIPEDA*:

CSMETA will use personal information *without* the individual's consent, where:

- the organization has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law *and* the information is used for that investigation;
- an emergency exists that threatens an individual's life, health or security;
- the information is for statistical study or research;
- the use is clearly in the individual's interest, and consent is not available in a timely way;
- knowledge and consent would compromise the availability or accuracy of the information, and
- Collection is required to investigate a breach of an agreement.
- Contact information on the website

5.2 Disclosure and Transfer of Personal Information

Personal information will be disclosed to only the CSMTA National Office Coordinator, members of the CSMTA committees, and the Board of Directors that need to know the information for the purposes of their work and any other related CSMTA administrative needs.

Personal information will be disclosed to third parties *with* the individual's knowledge and consent.

PIPEDA permits the CSMTA to *disclose* personal information to third parties, *without* an individual's knowledge and consent, to:

- a lawyer representing CSMTA;
- collect a debt owed to CSMTA by the member;
- comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- a law enforcement agency in the process of a civil or criminal investigation;
- a government agency or department requesting the information; or
- As required by law.

PIPEDA permits the CSMTA to *transfer* personal information to a third party, *without* the individual's knowledge or consent, if the transfer is simply for processing purposes and the third party only uses the information for the purposes for which it was transferred. The CSMTA will ensure, by contractual or other means that the third party protects the information and uses it only for the purposes for which it was transferred.

5.3 Retention of Personal Information

Personal information will be retained in client files as long as the file is active and for such periods of time as may be prescribed by applicable laws and regulations.

6.0 Accuracy

The CSMTA endeavours to ensure that any personal information provided by the individual in his or her active file(s) is accurate, current and complete as is necessary to fulfill the purposes for which the information has been collected, used, retained and disclosed. Individuals are requested to notify the CSMTA National Office of any change in personal or business information.

Information contained in inactive files is not updated.

7.0 Safeguards

The CSMTA will use physical, organizational, and technological measures to safeguard personal information to only those CSMTA Members, or third parties who need to know this information for the purposes set out in this Privacy Policy.

Organizational Safeguards: Access to personal information will be housed by the CSMTA National Office Coordinator.

Board of Directors and any others that have access to information are bound to a confidentiality agreement binding them to maintaining the confidentiality of all personal information to which they have access.

Physical Safeguards: Active files are stored in locked filing cabinets when not in use. Access to work areas where active files may be in use is restricted to the CSMTA National Coordinator employees only and authorized third parties.

All inactive files or personal information no longer required are shredded prior to disposal to prevent inadvertent disclosure to unauthorized persons.

Technological Safeguards: Personal information contained in the CSMTA computers and electronic databases are password protected in accordance with CSMTA's Information *Security Policy*. Access to any of the CSMTA's computers also is password protected.

8.0 Openness

The CSMTA will endeavour to make its privacy policies and procedures known to the individual via this Privacy Policy as well as the CSMTA *Privacy Statement*. This document will also be available on CSMTA website: <http://www.csmta.ca>

9.0 Individual Access

An Individual who wishes to review or verify what personal information is held by the CSMTA or to whom the information has been disclosed (as permitted by the *Act*), may make the request for access by email to the CSMTA National Office or login into the member's portal on the web site.

If the individual finds that the information held by the CSMTA is inaccurate or incomplete, upon the individual providing documentary evidence to verify the correct information, the CSMTA National office will make the appropriate changes or the member may do so with their personal file.

10.0 Complaints/Recourse

If an individual has a concern about CSMTA's personal information handling practises, a complaint, in writing, may be directed to the Ethics Chair or President of the CSMTA.

Upon verification of the individual's identity, the CSMTA will act promptly to investigate the complaint and provide a written report of the investigation's findings to the individual.

Where the National Board of Directors makes a determination that the individual's complaint is well founded, necessary steps to correct the offending information handling practise and/or revise CSMTA's privacy policies and procedures will be completed.

Where the National Board of Directors determines that the individual's complaint is *not* well founded, the individual will be notified in writing.

If the individual is dissatisfied with the finding and corresponding action taken by National Board of Directors the individual may bring a complaint to the Federal Privacy Commissioner at the address below:

The Privacy Commissioner of Canada

112 Kent Street, Ottawa, Ontario K1A 1H3

Email address: www.privcom.gc.ca

Questions/Access Request/Complaint

Any questions regarding this or any other privacy policy of the CSMTA may be directed to the Ethics Chair and/or the President of the CSMTA. Requests for access to information, or to make a complaint, are to be made in writing to:

CSMTA National Office Coordinator

Suite 469, 420 Main St. East, Milton, Ontario L9T 5G3

Email address of the Ethics Chair of the CSMTA: vp@CSMTA.ca

Email address of the President of the CSMTA: president@CSMTA.ca