



# Calgary Science Network Privacy Policy

## Personal Information Protection Policy

Calgary Science Network is committed to safeguarding the personal information entrusted to us by our service users. We manage your personal information in accordance with Alberta's Personal Information Protection Act and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information.

This policy applies to Calgary Science Network and to any person providing services on our behalf. A copy of this policy is provided to any member or client upon request.

### What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, email address, home address and phone number, employment history, financial information, educational history, etc.

### What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our service users, including personal information needed to:

- deliver requested services (e.g. newsletters, workshops and programs)
- enroll a service user in a program
- send out association membership information

We normally collect personal information directly from our service user. We may also collect your information from other persons with your consent or as authorized by law.

We inform our members or service users, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a service user provides information for an obvious purpose (for example, supplying a credit card to pay a workshop fee when the information will be used only to process the payment).

### Consent

We ask for consent to collect, use or disclose personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume your consent in cases where you provide information for an obvious purpose.

We assume your consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use, or disclosure of certain personal information. Where express consent is needed, we will normally ask service users to provide their consent in writing (by signing a consent form).

A service user may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfill our legal obligations. We will respect your decision, but we may not be able to provide you with certain user services if we do not have the necessary personal information.

We may collect, use or disclose personal information without consent only as authorized by law. For example, we may not request consent when the collection, use or disclosure is to determine suitability for an honour or award, or in an emergency that threatens life, health or safety.

## **How do we use and disclose personal information?**

We use and disclose personal information only for the purpose for which the information was collected, except as authorized by law. For example, we may use contact information to deliver workshop information.

If we wish to use or disclose your personal information for any new business purpose, we will ask for your consent. We may not seek consent if the law allows this (e.g. the law allows organizations to use personal information without consent for the purpose of collecting a debt).

## **Do we disclose personal information to outside parties?**

We do not sell, trade, give away or otherwise transfer your personal information.

## **What is personal contractor or volunteer information?**

Personal contractor or volunteer information is personal information of a contractor or volunteer that is collected, used or disclosed solely for the purposes of establishing, managing or terminating any contractual relationship or a volunteer relationship. Personal information may, in some circumstances include a performance review.

We can collect, use and disclose your personal information without your consent only for the purposes of establishing, managing or ending the contractual or volunteer relationship. We will provide current contractor and volunteers with prior notice about what information we collect, use or disclose and our purpose for doing so.

## **What personal contractor or volunteer information do we collect, use and disclose?**

We collect, use and disclose personal contractor or volunteer information to meet the following purposes:

- Determining eligibility for contractual or volunteer work, including verifying qualifications and references
- Establishing training and development requirements
- Assessing performance and managing performance issues if they arise
- Complying with requirements of funding bodies
- Complying with applicable laws (e.g. *Canada Income Tax Act*, Alberta's *Employment Standards Code*)

We only collect, use and disclose the amount and type of personal contractor information that is reasonable to meet the above purposes. The following is a list of personal contractor or volunteer information that we may collect, use and disclose to meet those purposes.

- Contact information such as your name, home address, telephone number
- Criminal background checks
- Contractual or volunteer information such as your resume (including educational background, work history and references), reference information and interview notes, letters of offer and acceptance of contract, policy acknowledgement forms, background

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verification information, workplace performance evaluations, emergency contacts, insurance, etc.

- Other personal information required for the purposes of our contract or volunteer relationship

We will inform our contractors and volunteers of any new purpose for which we will collect, use, or disclose personal information, or we will obtain your consent, before or at the time the information is collected.

We will obtain your consent to collect, use and disclose your personal information for purposes unrelated to the contractual or volunteer relationship.

### **What information do we provide for contractor or volunteer references?**

If we are contacted by other organizations and asked to provide a reference for you, it is our policy not to disclose personal information about our contractors and volunteers to other organizations who request references without consent. The personal information we normally provide in a reference includes:

- Confirmation that an individual was a contractor or volunteer, including the position, and date range of the employment or volunteering
- General information about an individual's duties

### **How do we safeguard personal information?**

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

We retain personal information only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

### **Access to records containing personal information**

Individuals have a right to access their own personal information in a record that is in the custody or under the control of Calgary Science Network, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.



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You may make a request for access to your personal information by contacting the Calgary Science Network Privacy Officer at [PrivacyOfficer@calgarysciencenetwork.ca](mailto:PrivacyOfficer@calgarysciencenetwork.ca). You must provide sufficient information in your request to allow us to identify the information you are seeking.

You may also request information about our use of your personal information and any disclosure of that information to persons outside our organization. In addition, you may request a correction of an error or omission in your personal information.

We will respond to your request within 45 calendar days, unless an extension is granted. We may charge a reasonable fee to provide information, but not to make a correction. We do not charge fees when the request is for personal contractor or volunteer information. We will advise you of any fees that may apply before beginning to process your request.

### Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by Calgary Science Network, or about a request for access to your own personal information, please contact the Calgary Science Network Privacy Officer at [PrivacyOfficer@calgarysciencenetwork.ca](mailto:PrivacyOfficer@calgarysciencenetwork.ca).

If you are not satisfied with the response you receive, you should contact the Information and Privacy Commissioner of Alberta:

Office of the Information and Privacy Commissioner of Alberta  
Suite 2460, 801- 6 Avenue SW  
Calgary, Alberta T2P 3W2  
Phone: 403-297-2728                      Toll Free: 1-888-878-4044  
Email: [generalinfo@oipc.ab.ca](mailto:generalinfo@oipc.ab.ca)              Website: [www.oipc.ab.ca](http://www.oipc.ab.ca)