



# FIELD HOCKEY CANADA

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# FIELD HOCKEY CANADA

## 1. PURPOSE

Field Hockey Canada (FHC) must comply with the requirements of the Canadian *Personal Information Protection and Electronics Documents Act* (“PIPEDA”), in matters involving the collection, use and disclosure of personal information during any commercial activity related to FHC.

## 2. PRINCIPLES

Field Hockey Canada Privacy Policy supports the principles that:

- a. individuals have a right of privacy with respect to their personal information, and;
- b. any collection, use or disclosure of personal information will only be used for the purposes that a reasonable person would consider appropriate to the circumstances of collection, use or disclosure.

## 3. APPLICATION

This policy applies to personal information collected from any Member Associations, Registered Participants, volunteers, Directors, Officers, committee members, employees or contractors. The Policy also applies to the personal information for any other persons not included above but from whom personal information is collected by way of event / clinic registration, subscription, merchandise purchase or other commercial transaction.

The protection of personal information collected is the responsibility for all FHC persons who may have access to that information in order to fulfill FHC service and programming needs, including Member Associations, athletes, volunteers, Directors, Officers, committee members, employees and contractors.

## 4. INTERPRETATION

Except as provided in the Act, the FHC Board of Directors has the authority to interpret any provision of this Policy that is contradictory, ambiguous, or unclear.

## 5. DEFINITIONS

### 5.1 Act

The “Act” refers to the *Personal Information Protection and Electronic Documents Act* (PIPEDA);

### 5.2 Commercial Activity

Commercial activity is any particular transaction, act or conduct that is of a commercial character;

### 5.3 Personal Information

Personal information is any information about an identifiable individual including information that relates to their personal characteristics including, but not limited to, age, gender, gender or sexual



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identity, income, social insurance number, home address or phone number, athletic testing and results, personal email address, personal social media contact information, identifiable photographs, ethnic background, family status, health history and health conditions.

### **6. ACCOUNTABILITY**

#### **6.1 Obligations**

Representatives of FHC will not:

- a. disclose personal information to a third party during any business or transaction unless such business, transaction or other interest is properly consented to in accordance with this policy;
- b. knowingly place themselves in a position where they are under obligation to any organization or person to disclose personal information;
- c. derive personal benefit from personal information that they have acquired while fulfilling their duties with FHC;
- d. accept any gift or favour that could be construed as being given in anticipation of, or in recognition for, disclosure of personal information.

#### **6.2 Privacy Officer**

The Privacy Officer is appointed by the FHC Board of Directors and is responsible for policy implementation, monitoring information collection and data security, and ensuring that employees, Directors, coaches, managers, medical and para-medical, staff, contractors and volunteers are given appropriate training on privacy issues, this policy and their own responsibilities regarding collection, use and disclosure of personal information.

The Privacy Officer will:

- a. manage personal information access requests and complaints;
- b. implement procedures to protect personal information, including training of persons with access to personal information;
- c. establish and maintain procedures to receive and respond to complaints and inquiries;
- d. record all persons having access to personal information;
- e. ensure any third-party providers abide by this policy; and,
- f. review policies and procedures on a regular basis, and make recommendations about policy revisions as needed to ensure continued compliance.

The Privacy Officer may be contacted at the following address:

Privacy Officer  
Field Hockey Canada  
6111 River Road  
Richmond, BC V7C 0A2  
Office Phone #  
[privacy@fieldhockey.ca](mailto:privacy@fieldhockey.ca)



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### ***6.3 Employees, Contractors and Agents***

FHC will be responsible to ensure that Directors, coaches, managers, medical and para-medical staff, employees, contractors, volunteers and other agents, or otherwise are compliant with the Act and this Policy.

## **7. IDENTIFYING PURPOSES**

### ***7.1 Identified Purposes***

Personal information may be collected by FHC from current or prospective Member Associations, Registered Participants, volunteers Directors, Officers, committee members, coaches, employees and contractors and will only be used to meet and maintain services and programming, and used for purposes that include, but are not limited to, the following:

- c. athlete registration, outfitting uniforms, monitoring eligibility, arranging travel and various components of athlete and team selection;
- d. award nominations;
- e. biographical information for use with external media, the COC, CAC, CSC, FIH and PAHF;
- f. coaching appointments;
- g. competition and FHC registration;
- h. database entry at the Coaching Association of Canada to determine level of coaching certification and qualifications;
- i. database entry to determine level of officiating certification and qualifications;
- j. determining eligibility, age group and appropriate level of play/competition;
- k. determining participant demographics to support and improve programs and services;
- l. distribution of honorariums;
- m. establishing and managing Trust Funds;
- n. implementing Anti-Doping Policies and drug testing;
- o. implementing FHC's Screening Policies and Program;
- p. inter-organization communications;
- q. investigation of a breach of an agreement or contravention of a federal or provincial law;
- r. managing payroll, health benefits, insurance claims or insurance investigations;
- s. medical emergencies;
- t. Officials' appointments;
- u. promoting sale of merchandise;
- v. publishing articles, media relations and posting on FHC's website, social media sites, displays or posters;
- w. purchasing equipment, manuals, resources, and other products and/or services;
- x. receiving, ensuring compliance and processing charitable donations, including provision of Tax Receipts;
- y. receiving communications from FHC and its sponsors generally including e-news, emails, bulletins, donation requests, invoices, notifications, merchandise sales, newsletters, programs, events, and activities;
- z. technical monitoring, coach/club review, officials training, educational purposes, media publications, and sport promotion.



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### ***7.2 Unidentified Purposes***

FHC will seek consent from individuals when personal information is used for commercial purposes not previously identified. This consent will be documented as to when and how it was received.

## **8. CONSENT**

### ***8.1 Obtaining Consent***

FHC will obtain consent by lawful means from individuals at the time of collection and prior to the use or disclosure of this information. FHC may collect personal information without consent where reasonable to do so and where permitted by law.

### ***8.2 Implied Consent***

By providing personal information to FHC, individuals are consenting to the use of the information for the purposes identified in this policy.

### ***8.3 Legal Guardians***

Consent will not be obtained from individuals who are minors, seriously ill, or mentally incapacitated and therefore will be obtained from a parent, legal guardian or other person having power of attorney.

### ***8.4 Withdrawal of Consent***

An individual may withdraw consent in writing for the collection, use or disclosure of their own personal information at any time, subject to legal or contractual restrictions. FHC will inform the individual of the implications of such withdrawal.

### ***8.5 Exceptions for Collection of Information When Consent Not Required***

FHC is not required to obtain consent for the collection of personal information if:

- a. it is clearly in the individual's interests and obtaining consent is not available in a timely way;
- b. knowledge and consent would compromise the availability or accuracy of the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial law;
- c. the information is for journalistic, artistic, or literary purposes; or,
- d. the information is publicly available as specified in the Act.

### ***8.6 Exceptions for Use of Information When Consent Is Not Required***

FHC may use personal information without the individual's knowledge or consent only:

- a. if FHC 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;
- b. for an emergency that threatens an individual's life, health, or security;
- c. for statistical or scholarly study or research;
- d. if it is publicly available as specified in the Act;



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- e. if the use is clearly in the individual's interest and consent is not available in a timely way; or,
- f. if knowledge and consent would compromise the availability or accuracy of the information and collection was required to investigate a breach of an agreement or contravention of a federal or provincial law.

### ***8.7 Exceptions for Disclosure of Information When Consent Not Required***

FHC may disclose personal information without the individual's knowledge or consent only:

- a. to a lawyer representing FHC;
- b. to collect a debt the individual owes to FHC;
- c. to comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction;
- d. to a government institution that has requested the information, identified its lawful authority, and indicated that disclosure is for the purpose of enforcing or carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law; or that the government institution suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial law;
- e. to an investigative body named in the Act or government institution on FHC's initiative when FHC believes the information concerns a breach of an agreement, or a contravention of a federal, provincial, or foreign law, or suspects the information relates to national security or the conduct of international affairs;
- f. to an investigative body for the purposes related to the investigation of a breach of an agreement or a contravention of a federal or provincial law;
- g. in an emergency threatening an individual's life, health, or security (FHC must inform the individual of the disclosure);
- h. for statistical, scholarly study or research;
- i. to an archival institution;
- j. if it is publicly available as specified in the regulations; or,
- k. if otherwise require by law;
- l. 20 years after the individual's death or 50 years after the record was created.

## **9. LIMITING COLLECTION**

FHC will not collect information indiscriminately. Information collected will be for the purposes specified in Part 7.1 *Identified Purposes*.

## **10. LIMITING USE, DISCLOSURE AND RETENTION**

### ***10.1 Use of Information***

Information will only be used or disclosed for the purposes specified in Part 7.1 *Identified Purposes*, except with the consent of the individual or as required by law.



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### **10.2 Retention Periods for Information**

Personal information will be retained for as long as is reasonably necessary to enable participation in FHC, and to maintain accurate historical records, and / or as may be required by law.

### **10.3 Destruction of Information**

Paper documents will be destroyed by way of shredding and electronic files will be deleted in their entirety.

## **11. ACCURACY**

FHC will endeavour to ensure that personal information is as accurate, complete and up-to-date as possible.

FHC Member Associations, Registered Participants, volunteers, Directors, Officers, committee members, coaches, employees and contractors have an obligation to advise FHC of any change in their personal information as soon as possible, so that access to services and programs will not be lost.

National program athletes, appointed coaches and officials and national program support staff must keep FHC informed with up-to-date contact and medical information.

## **12. SAFEGUARDS**

Personal information will be protected against loss or theft, unauthorized access, disclosure, copying, use or modification by security safeguards appropriate to the sensitivity of the information.

FHC Member and Registered Participant Data will be stored in Canada.

## **13. OPENNESS**

FHC will post the current **Privacy Policy** on the FHC website. FHC will also email a .pdf version of the current **Privacy Policy** to any Member Association, Registered Participant, volunteer, Director, Officer, committee member, coach, employee, contractor or agent of any of these stated organizations or other person from whom personal information has been collected, upon request. The document will be forwarded within 7 days of the written request being received by FHC.

## **14. INDIVIDUAL ACCESS**

### **14.1 Access to Information**

Upon written request, and with assistance from FHC, an individual will be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. An individual is also entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed.





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### ***14.2 Response to Request for Access***

Requested information will be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal costs relating to photocopying expenses, unless there are reasonable grounds to extend the time limit.

### ***14.3 Confirmation of Identify***

Sufficient information will be required to confirm an individual's identity prior to providing that individual an account of the existence, use, and disclosure of personal information.

### ***14.4 Denial of Access***

An individual may be denied access to his or her personal information if:

- a. This information is prohibitively costly to provide;
- b. The information contains references to other individuals;
- c. The information cannot be disclosed for legal, security or commercial proprietary purposes;
- d. The information is subject to solicitor-client or litigation privilege.

Upon refusal, FHC will inform the individual of the reasons for the refusal and the associated provisions of PIPEDA that apply.

## **15. CHALLENGING COMPLIANCE**

### ***15.1 Challenges***

An individual may challenge compliance with this Policy and the Act by filing a written challenge to the FHC Privacy Officer.

### ***15.2 Filing a Formal Challenge***

A formal challenge should be submitted to the FHC office in writing. Upon receipt of the challenge, the following process will apply:

- a. the date the challenge is received is recorded on the complaint (including all accompanying documentation);
- b. the Privacy Officer is notified that a challenge has been received;
- c. the Privacy Officer will acknowledge receipt of the challenge to the Complainant and clarify the nature of the challenge by way of telephone or online conversation within three (3) days of receipt of the challenge,
- d. if feasible, resolution of the challenge through informal discussion between the Privacy officer and the Complainant will be sought. If informal resolution cannot be agreed to, the Complainant may request that the challenge be forwarded to an investigator in accordance with f) to i) below;
- e. if, in the opinion of the Privacy Officer, the privacy challenge is of such severity that informal resolution is not in the best interest of either or both the Complainant and FHC, the Privacy Officer may immediately request an investigation upon receipt and clarification of the challenge;



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- f. the Privacy Officer will request the CEO and/or designated Director to appoint an investigator using FHC personnel or an independent investigator, within ten (10) days of receipt of the challenge. The investigator will have the skills necessary to conduct a fair and impartial investigation and will have unfettered access to all files and personnel;
- g. upon completion of the investigation and within twenty-five (25) days of receipt of the challenge, the investigator will submit a written report to FHC, with recommendations pertinent to the outcome of the investigation;
- h. the written report will be reviewed by the Privacy Officer, the CEO and the Governance Committee on behalf of the Board of Directors. The CEO and the Governance Committee will determine any steps to be taken to rectify the circumstances of the challenge and any amendments necessary to policies and procedures;
- i. the Privacy Officer will notify the Complainant about the outcome of the investigation and of any relevant steps taken to rectify the challenge, including any amendments proposed to the Privacy Policy and its implementation procedures, within thirty (30) days of receipt of the challenge.

### **16. IP ADDRESSES**

FHC does not collect, use or disclose IP Addresses.

### **17. COOKIES**

FHC does not use cookies to identify specific individuals.