

## **Protection of Personal Information (February 2005)**

1. Introduction Community Futures is committed to protecting the privacy of its volunteers, clients, employees and website visitors. This policy and related procedures are consistent with the Canadian Standards Association Model Code for the Protection of Personal Information (herein "CSA Model Code") and applicable privacy legislation.

2. Accountability and Recourse Community Futures is accountable for all personal information under its control and will ensure that inquiries, concerns, and complaints regarding personal information receive prompt attention and are resolved in a timely manner. Community Futures' Privacy Officer and alternative are designated as responsible for Community Futures' privacy policy and any questions about Community Futures' handling of personal information should be directed to the Privacy Officer. Where appropriate, individuals will be informed of their right to file a complaint with the BC Privacy Commissioner and will be provided contact information.

3. Personal Information Personal information is information that could be used to identify a specific individual. Examples include: name, address, gender, age, family status and social insurance number and other personal identification numbers.

4. Purposes for Collection, Use and Disclosure Community Futures collects and uses personal information for the purposes reasonably required in order for it to carry on business.

5. Consent Community Futures will seek written or oral consent for all personal information it collects, uses and discloses prior to or at the time of collection, except in circumstances when the Personal Information Protection Act or other law authorizes the collection, use or disclosure without consent or deems the collection, use or disclosure to be consented to. Community Futures may rely on an implied consent when the purpose would be considered obvious to a reasonable person and the individual voluntarily provides the personal information for that purpose. Community Futures will not collect, use or disclose personal information for any purpose other than that for which consent has been provided.

6. Limiting Collection, Use and Disclosure Community Futures will limit the collection, use and disclosure of personal information to that reasonably required in order for Community Futures to carry on its business. Community Futures will limit the use or disclosure of personal information only for the purpose for which it was collected, unless the individual consents, or the use or disclosure is authorized to meet legal requirements and regulatory orders. Community Futures will protect the confidential nature of personal information when dealing with third parties and other organizations, and Community Futures will require them to meet the same standard as it does when dealing with information it has placed in their trust. Community Futures requires that the third party and other organizations to which personal information has been disclosed to use personal information only for the purposes for which it was initially disclosed.

7. Retention Community Futures will retain personal information as long as is needed to meet legal and business requirements, after which the information is returned to the client, destroyed or erased. In general, Community Futures retains personal information for a period not longer than seven years, and in such a manner as to ensure its security and confidentiality at all times.

8. Accuracy Community Futures will make a reasonable effort to ensure that personal information it is using or disclosing is accurate and complete.

9. SafeGuards Community Futures will ensure appropriate safeguards are in place to protect the personal information it has in its custody or control. This ranges from ensuring areas and documents are only accessible by authorized individuals, to requiring employees to act according to the Community Futures Client Confidentiality policy.

10. Openness and Individual Access Community Futures makes readily available to individuals its Privacy Policy and related procedures for managing personal information. Customer access to the Privacy Policy and related procedures is provided on Community Futures' website and in written form.

Any questions about the handling of personal information by Community Futures can be raised with the Privacy Officer. At the written request of an individual, he or she may view or edit their personal information as collected by Community Futures. Community Futures will inform them of what personal information it has about the individual, what it is being used for and, in cases where it has been disclosed, to whom it has been disclosed.

There may be exceptional circumstances under which Community Futures may not be able to give an individual access to personal information held about them by Community Futures. In this case, Community Futures will explain the reason for this lack of access. AdProtection of Personal Information (February 2005)

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Additional information for clients:

This Policy deals only with personal information handled by Community Futures. Community Futures reserves the right to change this Policy and it may be updated periodically. These changes may affect the use of personal information. Accordingly, please check for changes regularly.

Community Futures designated Privacy Officer is its General Manager. The General Manager may be reached by:

- ✉ Email, at [info@cfquesnel.com](mailto:info@cfquesnel.com)
- ✉ Telephone, at (250) 992-2322
- ✉ Fax, at (250) 992-7700
- ✉ Mail, at Community Futures, 335A Vaughan Street, Quesnel, B.C. V2J 2T1

For further information and/or filing complaints related to the Personal Information Protection Act contact the Office of the Information and Privacy Commissioner. The Office of the Information and Privacy Commissioner (OIPC) is independent from government and monitors and enforces British Columbia's Freedom of Information and Protection of Privacy Act (FOIPPA) and Personal Information Protection Act (PIPA). FOIPPA allows access to information held by public bodies (such as ministries, universities and hospitals) and determines how public bodies may collect, use and disclose personal information. PIPA sets out how private organizations (including businesses, charities, associations and labour organizations) may collect, use and disclose personal information.

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