

Helen's Court Co-op Handbook

Section 16. Privacy Policy



PURPOSE AND SCOPE

This Policy has been created to help The Helen's Court Housing Co-op (the "**Co-op**") in discharging its duties in a manner that respects the privacy of members and other categories of non-members constantly living in the Co-op, under the B.C. Personal Information Protection Act ("**PIPA**") and promotes transparency in the operation of the Co-op.

The Co-op respects and upholds an individual's right to privacy and to protection of his/her personal information. The Co-op is committed to ensuring compliance with applicable privacy legislation.

This policy sets out the rules of the Co-op with respect to the protection of the personal privacy of its Members and other categories of non-members constantly living in the Co-op (together referred to as the "**Members**", and individually, the "**Member**").

INTERPRETATION

Terms not defined in this Privacy Policy should be interpreted as they are defined in the PIPA. If there is a conflict or inconsistency between the PIPA and this Policy, the PIPA will govern.

DEFINITIONS

"Personal information" for the purposes of this Policy means information about an individual. It does not include aggregate information which cannot be associated with a specific individual and it does not include the name, title, business address, business email address, or business telephone number of an individual.

"Third party" for the purposes of this policy is an individual or an organization other than the Co-op and the Members.

RESPONSIBILITIES OF THE CO-OP:

1. Accountability

The Co-op is accountable for the personal information in its possession or control, including information that has been transferred to a third party for processing. The Co-op will appoint a Privacy Officer who is responsible for the Co-op's compliance with this Policy. The Privacy Officer is obligated to protect the personal privacy of the Members with regard to all personal information collected by the Co-op, is required to follow the procedures of this Policy regarding the management of personal information.

The Privacy Officer will be adequately trained and provided with information about the privacy laws applying to the Co-op.

For the limited purpose of fulfillment of section 2.h. of this Policy (see below), the Co-op will appoint a Privacy Officer, who is authorized to access the video surveillance recordings. This Privacy Officer will only review the recorded images to investigate a significant security or safety incident, such as when someone has reported a crime to the police or the Co-op.

Name and contact information of the Privacy Officers will be available for the Members immediately upon appointment.

2. Purposes for Collection, Use & Disclosure

The Co-op collects and uses personal information about the Members for the following purposes:

1. to assess the need for housing and to determine eligibility for housing provided by the Co-op;
2. to assess any special needs a Member may have with respect to housing, such as a need for accommodation of certain disabilities, and to determine Co-op's ability to accommodate these special needs;
3. to determine eligibility for the Subsidy, as defined in the Co-op's Finance Policy and Procedures;
4. to process payments of Housing Charges and other services provided;
5. to enable the Co-op to collect payments owing to the Co-op;
6. to enable the Co-op to communicate with the Members;
7. to enable the Co-op to provide statistical information to potential funding organizations and authorities; and
8. In addition, for the limited purpose of protection of the safety and security of the Members, the Co-op and their property, the collection, use or disclosure of the personal information in the form of video recordings is allowed.

The Co-op will not collect, use or disclose information beyond that required to fulfill the specified purposes.

When personal information that has been collected is to be used for a purpose not previously identified to the Members, the new purpose will be identified prior to use.

3. Consent

Use of the Co-op's services and facilities constitutes consent for the Co-op to collect, use, and disclose personal information for the purposes stated in this Policy (except section 2.h).

For the purpose stated in section 2.h. above, consent from the Members was obtained at the Annual General Meeting on June 21, 2016.

Members may refuse or withdraw consent at any time, subject to legal and contractual restrictions and reasonable notice. Refusal or withdrawal of consent may prevent the Co-op from providing the Member a service or access to the Co-op's facilities.

Any Member of the Co-op may refuse or withdraw their consent by contacting the Board of Directors at **bod@helencourt.org**. The Board will explain options and any consequences of refusing or withdrawing consent, and will record the Member's choices.

4. Disclosure of Information to Third Parties

The only circumstances under which personal information may be disclosed to third parties is for the fulfillment of any purposes identified above, with express consent, or as required by law. If personal information is disclosed to third parties for the fulfillment of any purposes identified above, the Co-op will ensure that appropriate security undertakings, such as confidentiality clauses in contractual agreements, are employed to protect the transfer and use of personal information. The Co-op does not sell, trade, or rent information to third parties.

5. Limiting Use, Disclosure, and Retention

The Co-op does not use or disclose personal information for any purpose other than those for which it was collected, except as required by law, or with consent.

Personal information is retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

6. Accuracy

The Co-op will make all reasonable efforts to ensure that personal information is as accurate, complete, and current as required for the purposes for which it was collected. The Co-op relies on the Members to ensure that certain information about them, such as their contact and reference information, is current, complete, and accurate. It is the Member's responsibility to inform the Co-op if their personal information changes.

The Co-op will not routinely update personal information, unless such a process is necessary to fulfill the purposes for which the information was collected.

7. Signage

The Co-op will post clear, understandable notices about the use of cameras at all the entrances within the property that is under surveillance (parking lot). Notification is intended to give an individual the option not to enter the premises that are under surveillance.

8. Safeguards

The Co-op uses security safeguards to protect personal information. These safeguards are appropriate to the sensitivity of the information.

The Co-op will make all reasonable efforts to protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification.

The security safeguards include:

- a. Administrative measures, such as immediate filing of all application forms; timely destruction of old files; protection of files in use from access by unauthorized persons;
- b. Technological measures for video recordings, such as use of the password; limited access to the video recordings by the Privacy Officer only; destruction of the surveillance records after 30 days if they are no longer required.

9. Individual Access

Individuals have the right to access their personal information under the control of the Privacy Officer. The Privacy Officer will assist them with their access requests within 30 days of the request being made.

Access requests should be made, in writing, to the Board of Directors at bod@helenscourt.org. In certain exceptional situations, further to privacy legislation, the Co-op may not be able to provide access to certain personal information that it holds about the Members. Examples of where the Co-op may not provide access include, but are not limited to, the following:

- where provision may reveal personal information about another individual;
- where the information is subject to solicitor-client privilege;
- where the information was collected in relation to the investigation of a breach of an agreement or a contravention of a federal or provincial law; or
- where provision could reasonably be expected to threaten the health or safety of an individual.

If access cannot be provided, the Co-op will notify the individual making the request, in writing within 30 days of the request being made, of the reasons for the refusal.

10. Openness Concerning Policies and Practices

The Co-op will make available specific information about its policies and practices regarding the management of personal information. To contact the Privacy Officer to obtain further information regarding the Co-op's policies and practices, please refer to section 12 below.

11. Revisions To This Privacy Policy

The development of the Co-op's policies and procedures for the protection of personal information is an ongoing process. Due to changes in technology and legal requirements the Co-op may revise this Policy from time to time. Please ensure that you refer to the current version of the Co-op's Privacy Policy. The current version will be posted at the Co-op's Handbook.

12. Concerns or Questions Regarding Compliance

An Individual may address a concern or question about compliance with this policy to the Co-op's Board of Directors, at bod@helenscourt.org.

The Co-op will investigate any complaints received in writing. If a complaint is found to be justified, the Co-op will take appropriate measures to resolve the complaint including, if necessary, amending its policies and procedures. A Member will be informed, in writing, of the outcomes of the investigation regarding his or her complaint.