



Policy Number:	PR-001
Effective Date:	June 28, 2018
Approved by:	Board of Directors
Approved:	June 28, 2018
Review Date:	Annually

1. PURPOSE

- 1.01 The Statement of Privacy Policies is intended to provide direction and guidance to the Board and staff of Choral Canada. Choral Canada is committed to protecting the privacy of its members and those with whom it does business.

2. DEFINITIONS

- 2.01 **Personal Information:** Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual.

Exceptions: business contact information and certain publicly available information, such as that published in telephone directories, are not considered personal information.

- 2.02 **Choral Canada Programs & Services:** This refers to any of the programs that Choral Canada directly manages, or, services it provides, on behalf of its members.

3. PIPEDA

- 3.01 **Canada's Personal Information Protection and Electronic Documents Act (PIPEDA):**
- Protects personal information from improper use and disclosure;
 - Gives the right to individuals to request information about themselves;
 - Gives the right to individuals to request corrections or additions to their personal information if they feel there are inaccuracies.

For more information, visit the Government of Canada's Privacy Commission:
<https://www.priv.gc.ca>

- 3.02 Choral Canada is committed to protecting the privacy of the personal information of members, donors, supporters, board of directors, panel and committee



members, personnel and other stakeholders in accordance with the Personal Information Protection and Electronic Documents Act.

4. COLLECTION OF PERSONAL INFORMATION

4.01 Membership, sales and registration transactions or donations

Choral Canada may collect personal information such as email address, home fax number, and credit card information from individuals becoming members, attending conferences, workshops or meetings, purchasing publications, making donations or the Choral Canada Resource Directory.

4.02 Individual applicants to Choral Canada Programs & Services, including individual and group competitions

Choral Canada may collect personal information pertinent to the administration and adjudication of Choral Canada programs. This may include educational and professional background and other information applicants to the program may share with Choral Canada.

4.03 Choral Canada

Personal information for board members, personnel and panel and committee members may be offered by such individuals and will be maintained in a database by designated Choral Canada personnel.

4.04 Website

No personal information is collected about general website visitors.

5. PURPOSE AND USE OF COLLECTED INFORMATION

5.01 Members

Information regarding members is collected in order that Choral Canada may support individual members in the offering and administration of programs.

5.02 Sales transactions or donations

This information may be collected by designated Choral Canada personnel to fulfill sales orders for publications, registrations for conferences, workshops or meetings, to provide a tax receipt, thank-you correspondence, invoice, receipt or other correspondence related to a purchase or donation, or to send renewal notices up to six months after the renewal date of a previous order. A secondary



contact method is requested should the first method of contact become outdated before the order is completed.

5.03 **Individual applicants to Choral Canada Programs & Services**

This information is collected to provide for the adjudication and administration of the Awards and Competitions in a manner consistent with the criteria of the Program.

5.04 **Choral Canada**

Personal information for board members, personnel and committee members may be offered by such individuals and will be maintained in a database by designated Choral Canada personnel. This information will only be used to conduct relevant Choral Canada business.

6. **METHODS OF COLLECTION**

6.01 **Members**

Members' information is collected by email, online, mail, phone or fax by designated Choral Canada personnel. Completion of a membership application or renewal is deemed to provide consent to Choral Canada to use this information to fulfill membership benefits.

6.02 **Sales transactions or donations**

This information may be collected through assorted order forms available on the Choral Canada website or by email. This information might also be taken over the phone as requested by the purchaser.

6.03 **Individual applicants to Choral Canada Programs & Services**

This information is collected through the application process; applications may be provided to Choral Canada via email or mail.

6.04 **Choral Canada**

Board members, personnel and committee members' information is collected by fax, mail, phone or email by Choral Canada personnel.

7. **INFORMATION STORAGE AND ACCESS**

7.01 All contact information for members, donors, customers, board of directors, committee members and personnel is tracked in a database maintained by designated Choral Canada personnel. This includes, if provided, personal



contact information. The database does not include any financial information or details such as credit card numbers.

- 7.02 Original order forms (which may include VISA numbers as provided by an individual), and photocopies of cheques are kept in locked filing cabinets accessible by the authorized Choral Canada personnel.
- 7.03 Information provided in applications to the Choral Canada Programs & Services, Awards and Competitions is shared with members of the independent adjudication panel and authorized personnel.

8. SECURITY MEASURES

- 8.01 Choral Canada filing cabinets containing financial information are locked.
- 8.02 The database is stored on a secure server, is password protected and is accessible to only designated Choral Canada personnel.

9. DISCLOSURE

- 9.01 Choral Canada does not disclose personal information to any third parties except during a payment transaction when financial information is disclosed to relevant financial and credit institutions in order to process the payment.
- 9.02 Choral Canada does not sell, trade or rent personal information to other organizations or individuals. Choral Canada does not use personal information outside of the purpose for which it was intended.
- 9.03 Choral Canada may include an opt-in or opt-out box on certain order forms to ensure that individuals can receive information about other Choral Canada and related organization publications and activities should they so desire.

10. DISPOSAL

- 10.01 Financial records from sales transactions are kept in a locked filing cabinet for the period of six years and then are destroyed by Choral Canada personnel using a paper shredder.
- 10.02 The Choral Canada database is updated on an ongoing basis. Individuals may contact the Senior Staff Person at any time to update personal information, to ask questions about the use of their information, the disclosure of information, or to have it removed from the database.



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APPLICABLE LEGISLATION & REGULATIONS

CANADA NOT-FOR-PROFIT ACT

RELATED REFERENCES, POLICIES, PROCEDURES AND FORMS

N/A

HISTORY

History

180628 – Draft policy to Board and approval