

The Academy for Lifelong Learning

Personal Information Protection Policy

The Academy for Lifelong Learning is committed to safeguarding the personal information entrusted to us by our members. This policy outlines the principles and practices we follow in protecting your personal information and is based on the requirements in PIPEDA, the Personal Information Protection and Electronic Documents Act.

This policy applies to the Academy for Lifelong Learning and to any person providing services on our behalf. This policy is published and available on our web site for all members to view.

What is personal information?

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

What personal information do we collect?

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

- deliver workshops, talks, forums, etc.
- enroll a member in the Academy,
- send out information to members,
- prepare class lists for communications within a workshop / class.

We normally collect members' personal information directly from our members. We may collect your information from other persons but only with your consent.

We inform our members, 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 member volunteers information for an obvious purpose (for example, producing credit card information to pay a membership fee or other fees such as lunches when the information will be used only to process the payment through PayPal).

Consent

We ask for consent to collect, use or disclose client 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 volunteer 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. Such as class lists and to send you informational emails and the like.

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 members to provide their consent at the time of registration or via email.

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

We may collect, use or disclose client 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 client personal information only for the purpose for which the information was collected, except as authorized by law. For example, we may use member contact information to deliver workshops and provide informational emails.

The following members' personal information -- phone numbers, home addresses and photos -- will not be published on any public media such as the Academy website without the member's express permission. This personal information will only be distributed in non-digital format to other Academy members after receiving express consent.

We will inform our members 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.

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 fulfil 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 The Academy for Lifelong Learning.

You may make a request for access to your personal information by sending an email to the Academy's Membership Committee. 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. In addition, you may request a correction of an error or omission in your personal information.

Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by The Academy for Lifelong Learning, or about a request for access to your own personal information, please contact the Membership Committee.