

Policy Type:	Operational	Policy Number:	OP-01
Policy Title:	Privacy, Access to Information & Electronic messages under CASL	Initial Policy Approval Date:	May 2021
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		Year of Next Review:	2025

OV-CAOS recognizes that all visitors and program participants have the right to privacy and confidentiality regarding the collection of personal information.

Section 1: Privacy

The board will protect the privacy of all individuals' personal information in its custody or control.

1. Collection of information

- a) On occasion, OV-CAOS collects the following identifiable pieces of information:
 - o name, address, telephone number and e-mail address of participants
 - o information about programs an individual has registered to attend.
- b) The organization collects comment forms, art works, and other feedback from individual users. All correspondence received is part of the organization's public documents except for correspondence related to personnel or property issues, which would be treated as confidential and handled in an in-camera board session.
- c) Personal information may be given in any of three formats – in person, in writing, electronically – and this privacy policy covers all three circumstances.

2. Use of information

- a) The collection of personal information is limited to that which is necessary for organization administration and the provision of services and programs.
- b) The purposes for which personal information is collected from an individual is identified by the organization at, or before, the time the information is collected, and that consent is given by the individual at that time.
- c) If the organization wishes to use a participant's personal information for a purpose that is not consistent with the one for which it was originally obtained or compiled, it must first acquire the participant's written consent to use the personal information for that new purpose.

Section 1: Privacy (continued)

3. Disclosure of information

- a) OV-CAOS *will not* disclose personal information related to a visitor or participant to any third party without obtaining consent to do so. Disclosure is permitted in some situations, including the following:
 - The organization will disclose personal information to a parent or guardian of a person up to sixteen (16) years of age.
- b) The organization *may* also disclose information in the following circumstances:
 - disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
 - disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased;

4. Retention of information

- a) The organization *will not* retain any personal information related to the activity of a participant for longer than is necessary for the provision of services and programs.
- b) The organization *may* retain personal information related to organization functions or services as described below, when users voluntarily opt in to do so; for example, in order to enhance or personalize organizational functions or services.
 - The personal information and program participation history of users are retained with their permission. This is done in order to assist staff in informing users about other OV-CAOS programming or events of interest.

5. Responsibility for privacy

- a) The board is responsible for personal information under its control and designates the Artistic Director(s) as the individual accountable for the organization's compliance with legislation. The Artistic Director(s) ensures that the policy, with respect to collection, use and disclosure of information, is followed.
- b) All OV-CAOS employees will be made aware of the importance of maintaining the confidentiality of personal information.
- c) Any participant who feels their privacy has not been protected may challenge OV-CAOS practices with the Artistic Director(s). A participant who is not satisfied with the result of their challenge may appeal to the board, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.
- d) A breach is any unauthorized or illegal collection, use, or disclosure of personal information. In the event of a breach, the Artistic Director(s) or their designate will:
 - i. Promptly attempt to contain the breach of information
 - ii. Assess the severity of the breach
 - iii. Notify affected parties and the Information and Privacy Commissioner as required
 - iv. Investigate the cause of the breach
 - v. Implement corrective actions

Section 2: Access to Information

1. Upon request, an individual will be informed of the existence, use, and disclosure of their personal information, and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
2. All requests for information or for records, not publicly available, must be made in writing. The Artistic Director(s) will give written notice to the person making a request as to whether or not access to the record or part of it will be given.

Section 3: Electronic Messages under Canada's Anti-Spam Legislation

1. All electronic messaging sent by the organization is consistent with Canada's Anti-Spam Legislation (CASL).
2. OV-CAOS will ensure that all electronic messages clearly identify:
 - i. the subject of the communication
 - ii. the sender (OV-CAOS)
 - iii. the organization's mail address and contact information.
 - iv. the way that an individual may "unsubscribe" from receiving further messages
3. At the time of registration for a program, specific pieces of information are collected (see Section 1 above). Registering for a program implies the individual's consent to authorize the organization to send electronic notifications regarding activities, if an e-mail address was provided at the time of registration. Individuals may request not to receive electronic notifications, although such an action may affect their ability to use the affected organization services.
4. OV-CAOS may, at times, use electronic means to promote services, share information, or announce special events. The organization will provide an opportunity for individuals to sign up to receive such specific notifications, and will seek the individual's consent before sending promotional electronic messages and notifications. The organization will provide options to individuals to easily unsubscribe from these services or to change their preferences at any time.