

# SCOUTS CANADA STANDARD OPERATING PROCEDURES

## SECTION 12000 – PERSONAL INFORMATION PROTECTION

### 12000 – PROCEDURES AND GUIDING PRINCIPLES:

Scouts Canada is committed to respecting the privacy of our members, their families and our employees, by adhering to the privacy principles set forth in Schedule 1 of The Personal Information Protection and Electronic Documents Act. Those principles are:

#### 12000.1 – Accountability:

The Executive Commissioner and Chief Executive Officer is accountable to the Board of Governors for compliance with this policy. The Scouts Canada Risk Manager and the Council Executive Directors are responsible for the management of the policy including the guiding principles and procedures.

#### 12000.2 – Identifying Purposes:

Scouts Canada only collects personal information necessary to provide attentive and responsible youth programs, meet the individual development needs of each prospective member, member and employee, provide emergency health care, ensure a safe and secure environment and meet applicable regulations. Name, address, birth date and information concerning registration, activities, events and honours and awards received form a permanent record for members and employees. All other information is only kept as long as required to fulfill the purposes identified, unless permission is obtained from the individual providing the information.

#### 12000.3 – Consent:

All members will have the ability to consent to the uses of their personal information. A prospective member, member or employee of Scouts Canada grants, through the act of registering, consent to use of personal information by Scouts Canada members and employees for the purposes of tracking attendance and progress, informing members and/or their parents or guardians of Scouting activities and for analysis. Prospective members, members and employees will have the opportunity, beginning in the 2001-2002 registration period, to select at any time whether they wish to be informed of fundraising and other member benefits not specifically related to their Scouting program and whether information other than name, address, birth date and information concerning registration, performance, activities, events and honours and awards received be kept for a longer period of time. Scouts Canada will assume consent is granted unless a member indicates otherwise.

#### **12000.4 – Limiting Collection:**

Scouts Canada will explain the purposes for collecting each piece of personal information. If it is necessary to use the personal information collected for a purpose not identified when the information was collected, consent for the new use will be obtained from prospective members, members or employees.

#### **12000.5 – Limiting Use, Disclosure and Retention:**

Scouts Canada will use the personal information obtained from prospective members, members and employees only for the purposes for which it was collected and will not disclose the information for other purposes, except as required by applicable law.

All personal information provided to Scouts Canada will be maintained in a secure manner to ensure that its use is limited to the purposes for which it was collected.

Name, address, birth date and information concerning registration, performance, activities, events and honours and awards received will be retained by Scouts Canada permanently. Other personal information will be retained by Scouts Canada for whatever periods are required by legislation governing our operation and/or the information provided, after which time (unless consent is given to keep information for a longer period) the information will be destroyed in a secure manner. If there is no legislative requirement to retain other information, it will be kept for 18 months from the time it was provided.

#### **12000.6 – Accuracy:**

Members will have the ability to review data provided on an application for membership at any time through the Scouts Canada Membership Management System. Individuals may, on presentation of a document establishing their identity to the Council Executive Director responsible for the individual's geographic area, be able to find out whether personal information is on file with Scouts Canada and, if so, consult it free of charge. A request may also be made in writing or by telephone to view information. A reasonable charge may apply for the transcription, reproduction or transmission of the information.

#### **12000.7 – Safeguards:**

Scouts Canada will assess and implement appropriate measures to properly protect personal data. These measures will be subject to independent audit to ensure their effectiveness.

#### **12000.8 – Openness:**

This policy and the processes and procedures for obtaining access to personal information will be available to any individual through Scouts Canada's web site and

in compliance with Scouts' Canada's *By-laws, Policies and Procedures*. If any individual has a question regarding personal information, it may be directed to the Council Executive Director responsible for the individual's geographic area.

#### **12000.9 – Individual Access:**

Individuals will have access to their personal information provided on an application for membership at any time through the Scouts Canada Membership Management System. On request to the Council Executive Director responsible for the individual's geographic area, an individual will be informed of the existence, use and disclosure of their personal information and will be given access to view that information. An individual may challenge the accuracy and completeness of the information and have it corrected or amended, as appropriate.

#### **12000.10 – Challenging Compliance:**

Individuals may challenge Scouts Canada's compliance with this policy by contacting the Council Executive Director responsible for their geographic area.

If an individual has a concern regarding Scouts Canada's compliance with its Personal Information Protection Policy and Guiding Principles, a written account of the non-compliance, including timing, dates and location, is to be forwarded to the Council Executive Director for the area where the alleged non-compliance occurred or to the Scouts Canada Risk Manager. A reply to any challenge will be provided within seven days of receipt and if Scouts Canada is non-compliant, immediate action will be taken to correct the non-compliance.

#### **12000.11 – Definitions (see also Section 3000):**

**(i) Prospective Member:**

An individual that has indicated an interest in becoming a member of Scouts Canada by filling out an enquiry form or an application for membership but has not yet been accepted for membership.

**(ii) Registered Member - Youth:**

A youth, as defined by By-law No. 2, Article I – General, b. Definitions (10), who meets the conditions of an ordinary member (By-Law No. 2, Article II – Members (1)) and is confirmed in the Scouts Canada Membership Management System (MMS) as an active member.

**(iii) Registered Member – Adult:**

A person 18 years of age or older who meets the conditions of an ordinary member (By-law No. 2, Article II – Members (1)), is fully screened and is confirmed in the Scouts Canada Membership Management System (MMS) as an active member.

## **12001 – ACCESS TO AND STORAGE OF FORMS**

Scouters have a responsibility to respect the purpose of the information we collect.

While in our possession, we have a responsibility to maintain the information in the strictness of confidence, and only share information on a need to know basis. Information contained on the Program Participant Enrollment Form and the Application for Membership and Appointment of Volunteers and Physical Fitness forms contain private and sensitive information.

Your council will also have a process in place for sections and groups to forward the camping and Outdoor Activity Application, Parent/Guardian Consent Forms or Physical Fitness Certificates for storage following the completion of each activity.