



Title: Privacy Policy	Policy No.: R 1.1
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1.0 Purpose

To ensure that the privacy of personal information is collected, managed and protected in accordance with privacy guidelines. This policy outlines key principles for collection, use and management of personal information including requests for personal information and concerns about its use.

2.0 Persons Affected

This policy applies to all employees, volunteers and interns (student placements).

3.0 Policy

YMCA of Greater Toronto is committed to maintaining the confidentiality, privacy and accuracy of personal information it collects, uses and discloses about its participants, members, donors, parents, guardians, staff and volunteers.

All YMCA staff and volunteers handling or having access to personal information will follow the principles and responsible information handling practices outlined in this Policy.

4.0 Definitions

Access to information as described under Canada's *Personal Information Protection and Electronic Documents Act (PIPEDA)* provides individuals access to their personal information on request, in a complete and timely manner with little or no cost to the requester.

Consent from an individual is required for the collection, use, or disclosure of personal information, except where not required by law. Consent can be express or implied:

Express consent: The individual actively agrees to providing consent

Implied consent: The individual is offered the opportunity to opt out of providing consent.

Personal information is information about an identifiable individual.

Personal Information Protection and Electronic Documents Act (PIPEDA) is the federal privacy legislation that governs the collection, use and disclosure of personal information in the course of commercial activities. Although PIPEDA does not generally apply to charities, association and other similar organizations, YMCA uses the legislation to guide collection and handling practices.

5.0 Responsibilities

General Managers, Vice Presidents and Senior VPs are responsible for overseeing compliance by staff in their program area(s) with YMCA privacy protection procedures to ensure:

- a) Purposes are defined for collection of personal information.
- b) Consents are obtained.
- c) Collection, use and disclosure of personal information is limited.
- d) Information used is accurate, complete and up-to-date.
- e) Adequate safeguards protect personal information in the YMCA's control.
- f) Retention and destruction timetables are maintained.
- g) Access requests by individuals are processed promptly.
- h) Timely response is provided to an inquiry or complaint about privacy and YMCA handling of personal information.
- i) Contracts with third parties that process YMCA information will include privacy protection requirements.

Supervisors are responsible for the day-to-day collection, processing and safeguarding of personal information under their control. Supervisors will inform and train staff, and volunteers having access to personal information.

Staff (and volunteers with access to personal information) will follow privacy protection practices established by the YMCA when collecting, using, disclosing and safeguarding personal information.

Upon request by an individual, staff/volunteers will provide the contact information of their program General Manager (GM), Vice President (VP) or Senior VP to whom privacy inquiries or complaints can be forwarded.

The VP Risk Intelligence and Senior VP Information Technology, or their designates, have special responsibility for advancing the objectives of this policy, privacy and data protection principles.

6.0 Procedures

YMCA of Greater Toronto will follow the following principles for managing personal information under its control:

6.1 Identifying Purposes: The YMCA will identify the purposes for collecting personal information before or at the time personal information is collected.

6.2 Consent: The knowledge and consent of an individual is required for the collection, use, or disclosure of personal information except where not required by law.

6.2.1 The YMCA takes into account the sensitivity of the personal information when determining what form of consent is appropriate for the circumstances.

6.2.2 In general, the following actions by an individual constitute implied consent for the YMCA to collect, use and disclose personal information for purposes identified to the individual:

6.2.2.1 Registration for YMCA programs and services.

6.2.2.2 Completion of a donation pledge form.

6.2.2.3 Acceptance of employment and benefits enrollment by an employee.

6.2.2.4 Acceptance of a volunteer position or student placement.

6.2.3 For children under 12 years of age, the YMCA will obtain permission from a parent or legal guardian to collect and use personally identifiable information about a child.

6.2.4 Exceptions: The YMCA may collect, use or disclose information without an individual's prior knowledge or consent in certain circumstances permitted by law, or in emergency situations where the life, health or security of an individual is threatened.

6.3 Limiting Collection: The YMCA will limit the collection of personal information to that which is necessary for the purposes identified, and all information will be collected by fair and lawful means. When collecting personal information, staff and volunteers will usually collect it directly from the individuals about whom the personal information pertains.

6.3.1 Personal information may be collected from other sources with prior consent from the individual, for example, from prior employers, personal references or from other third parties having the right to disclose the information.

6.3.2 To avoid the complications of privacy laws, whenever possible, the YMCA will consider using non-identifiable information, such as

coded or anonymous data, that does not identify individuals.

6.4 Limiting Use, Disclosure and Retention:

6.4.1 The YMCA will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law or by contract with a funding partner. Personal information will be retained only as long as necessary for the fulfillment of those purposes.

6.4.2 Supervisors will maintain schedules for records retention and destruction, which apply to personal information that is no longer necessary or relevant for the identified purposes for collection, or required to be retained by law or under contract. Such information will be destroyed, erased or rendered anonymous.

6.5 Accuracy: Personal information will be as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.

6.6 Safeguards: The YMCA will protect personal information using security safeguards appropriate to the sensitivity of the information. All staff and volunteers with access to information will be required as a condition of employment or volunteer role, to respect the confidentiality of personal information.

6.6.1 Staff will protect personal information in their control (regardless of format) against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security safeguards. Safeguards may include physical measures (such as locked doors, locked file cabinets), organizational measures (such as staff training, limited access, security clearances) and technological measures (such as passwords, anti-virus software for computer systems). See also Acceptable Use of Technology Policy for safeguards that apply with respect to YMCA systems, computers or electronic media including e-mail, the internet and intranet.

6.6.2 Personal information shared with a third party for processing will be protected through contractual agreements with requirements for confidentiality and privacy safeguards. See Third Parties with Custody of Personal Information Procedures in YMCA Management Practices.

6.7 Openness: The YMCA will make readily available to individuals, information about its procedures and practices relating to the management of personal information.

6.7.1 Information on YMCA commitment to privacy is available to the public on the YMCA web site at www.ymcagta.org or by contacting the YMCA Contact Centre.

6.8 Individual Access: The YMCA will, upon request, inform an individual of the

existence, use and disclosure of their personal information and will give the individual access to that information. An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

6.8.1 Staff and volunteers will refer requests about personal information held about an individual to their supervisor or GM. Supervisors will follow procedures for Handling Access to Information Requests in YMCA Management Practices.

6.8.2 For requests to access information involving separated spouses, supervisors will refer to the Child Custody Information and Reference Guide for more information.

6.8.3 In order to safeguard personal information, an individual may be required to provide sufficient identification information to permit YMCA to account for the existence, use and disclosure of personal information, and authorize access to the individual's file.

6.8.4 Exceptions: The YMCA may not be able to provide an individual with access to some or all of their personal information in certain circumstances permitted by law. Some exceptions include if:

6.8.4.1 Doing so would likely reveal personal information about a third party.

6.8.4.2 Disclosure could reasonably be expected to threaten the life or security of another individual.

6.8.4.3 Information was collected in relation to the investigation of a breach of an agreement, or a contravention of law, or as otherwise permitted by law.

6.9 Challenging Compliance: An individual will be able to address a challenge concerning compliance with the above principles to the designated persons accountable for YMCA compliance.

6.9.1 Staff and volunteers will refer any inquiries or complaints about YMCA handling of personal information, to their general manager or vice president or senior VP for response in a fair and timely manner. Individuals may contact a senior manager, GM or VP to discuss their question about YMCA privacy and information handling practices, or contact:

YMCA of Greater Toronto Contact Centre
90 Eglinton Avenue East, Suite #300, Toronto, ON M4P 2Y3
Tel. 416-928-3362 or 1-800-223-8024
Email: memberservices@ymcagta.org

6.10 Responding to Privacy Incidents: Any staff member that suspects a privacy incident or potential breach must immediately notify their senior

manager or General Manager. Incident examples include the discovery of lost or stolen or misplaced records, or an unintended disclosure incident. The GM or VP will immediately contact the Privacy Officer/Risk Management, and they will work together to ensure prompt, appropriate response including fulfilling any mandatory notification requirements.

6.10.1 The Privacy Officer/Risk Management will maintain in a secured location, all incident documentation involving privacy incidents or breaches reported by staff.

7.0 References and Links / Related Documents including links to Management Practices

- Handling Information Access Requests Procedures in YMCA Management Practices
- Monitoring Privacy Compliance in YMCA Management Practices
- Privacy Impact Assessment Procedures in YMCA Management Practices
- Records Retention Guidelines in YMCA Management Practices
- Third Parties with Custody of Personal Information Procedures in Management Practices
- Child Custody Information Reference Guide - includes privacy and information access procedures when working with separated spouses, available from YMCA Child and Family Development
- Acceptable Use of Technology Policy
- Electronic Communications Policy
- Information and Privacy Commissioner of Canada at www.privcom.gc.ca
- Information and Privacy Commissioner of Ontario at www.ipc.on.ca

8.0 Review/Revision History

Date	Revision No.	Revision Type	Reference Section(s)
November 1, 2022	3.0	Minor	Update address and contact information
July 1, 2015	2.0	Minor	
November 1, 2003	1.0	New Policy	N/A