

## Personal Information Protection Privacy Policy Pacific Coast Swimmers and Parents Association

### Our Commitment to Privacy

Pacific Coast Swimmers and Parents Association respect your privacy and the confidentiality of your personal information. We are committed to keeping confidential the personal information you share with us. Use of such information will only be for the purpose for which it was collected. This Privacy Policy explains how Pacific Coast Swimmers and Parents Association and its contracted coaching affiliates collect, use, disclose and protect the personal information we obtain.

### What is Personal Information?

Personal information is any information that identifies you as an individual. This includes such information as your name, address, email address, age, sex/gender, transaction records, or your credit card number.

### Why We Ask for Your Personal Information

We request personal information in order to establish and benefit you as a participant. We ask for information based on our responsibilities towards both you and our governing bodies. For example, Swim BC, the Provincial Swim Organisation, requires information such as your name, date of

birth, sex, address, telephone number, preferred language, citizenship, dates of participation and competition level in order to complete your registration and insurance. Saanich Commonwealth Place requires that we submit names and associated competition levels to complete pool allocation schedules. Personal information, such as your name, age, sex and competition level, is used to enter you in swim meets. We use your contact information, particularly email addresses, to keep you informed on a regular basis as to Board meetings, upcoming events and the like.

### Collecting Your Personal Information

We obtain most of our information through registration forms and waivers. Where registrants are less than eighteen years of age, we obtain personal information from parents or guardians, or whoever is registering the swimmer in a program and paying registration fees.

Please note that we cannot prevent other individuals or organizations from obtaining this personal information when it is also available from publicly accessible sources such as telephone or internet directories.

**We do not sell participant or personal information to others.** We release your personal information to parties outside the Pacific Coast Swimmers and Parents Association and our contracted coaching affiliates only under the following circumstances.

1. **When you give consent** – We will disclose your personal information when you have given consent.

2. **When required or permitted by law**

In exceptional circumstances it may be necessary that we disclose your personally identifiable information if we believe, in good faith, that disclosure is otherwise necessary or advisable to protect Pacific Coast Swimmers and Parents Association and its contracted coaching affiliates' interests. We will seek to ensure that any proposed disclosure is required in the circumstances and then ensure that we disclose only the information that is required.

### Accuracy of and Access to Your Personal Information

We make every reasonable effort to keep your personal information accurate and up-to-date. Having accurate information about you enables us to give you the best possible experience within our swim club. You can help by keeping us informed of any changes, such as if you move or change telephone numbers or email addresses. If you find any errors in our information about you, please let us know and we will make the corrections as soon as reasonably possible and make sure they are conveyed to anyone we may have misinformed. For information that remains in dispute, we will note your opinion in the file. You are able to access, adjust, or withdraw your information at any time.

### How We Protect Your Information

Pacific Coast Swimmers and Parents Association and its contracted coaching affiliates store and process your personal information in Victoria and its surrounding municipalities in British Columbia, Canada. We will protect your personal information with appropriate safeguards and security measures.

We retain your personal information only as long as it is required for the reasons it was collected or as required by law. The length of time we retain information varies depending on the program and the nature of the information. This period may extend beyond the end of your participation with us but only for so long as it is legally necessary for us to have sufficient information to respond to any issue that may arise at a later date. When your personal information is no longer needed or required, we have procedures to destroy, delete, erase, or convert it to an anonymous form.

### Obtaining Access to Your Information

We will give you access to the information we have about you on receipt of your request. We will advise you in advance if a charge will be required for conducting the search, and we will respond to your request promptly, but in any case, within 30 days.

Please note that we may not be able to provide information about you from our records if it contains references to other persons, is subject to legal privilege, contains information proprietary to Pacific Coast Swimmers and Parents Association or its contracted coaching affiliates, or cannot be disclosed for other legal reasons. If you have any questions regarding decisions made, we will tell you the reasons for those decisions.

### Your Concerns Are Important to Us

Your comments and concerns are important to the Pacific Coast Swimmers and Parents Association and its contracted coaching affiliates. If you have any concerns or questions about privacy and confidentiality, or any concerns about the way a request for information was handled, you can take the following actions:

1. Contact the Board of Directors' representative delegated to handle privacy concerns. In most cases the Director will be able to resolve the matter but will, in any case, ensure that your concerns are addressed to the President so that further action, if necessary, is taken to resolve the matter.

2. If your concern remains unresolved, you can contact our President directly at:

Pacific Coast Swimmers and Parents Association  
4512 West Saanich Road  
Victoria, BC, V8Z 3G4  
Telephone 1-250-727-9243  
Fax 1-250-721-1396  
Email [pcspa@pacificcoastswimming.com](mailto:pcspa@pacificcoastswimming.com)  
Internet <http://www.pacificcoastswimming.com/>

3. If you remain concerned, please contact the Office of the Information and Privacy Commissioner for British Columbia at:

Information and Privacy Commissioner for British Columbia  
PO Box 9038 STN PROV GOVT  
Victoria BC, V8W 9A4  
Telephone 1-250-387-5629  
Fax 1-250-387-1696  
Email [info@oipc.bc.ca](mailto:info@oipc.bc.ca)  
Internet <http://www.oipc.bc.ca/>