

CTAC Privacy Policy Statement

This policy outlines CTAC's commitment to protecting the privacy of individuals who provide their personal information to the organization.

Our Commitment

CTAC is committed to protecting the privacy of the personal information of its employees, members, volunteers, donors and other stakeholders. CTAC values the trust of those we deal with, and of the public at large, and recognizes that maintaining that trust requires that CTAC be accountable in how we treat the information that is shared with us.

During the course of our various projects and activities, CTAC gathers and utilizes personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use or other dealing with this information is subject to consent.

Defining Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Privacy Practices

All Board of Directors, Council and Committee members, employees, contract staff, volunteers, students and other individuals are required to sign a confidentiality statement before commencing duties at CTAC. The obligation to maintain confidentiality applies to the duration of their affiliation with CTAC and continues indefinitely after the relationship with CTAC has ceased.

Personal information gathered by CTAC is kept in confidence. Under the supervision of the Secretary of the Board, only CTAC's staff are authorized to access personal information based only on their need to deal with the information for the reason for which it was obtained.

All communication to members is done through staff only.

CTAC does not share its members list with anyone.

Accountability

The Secretary of the Board is CTAC's designate to oversee and be accountable for privacy within the organization.

CTAC is responsible for personal information within its safekeeping.

Accuracy

Personal information will be as accurate and up-to-date as reasonably possible.

Limiting Use

Information collected will only be used for the reason it is collected.

Openness

CTAC will make readily available to individuals specific information about its policies and practices relating to the management of personal information. The Board of Directors, Council and Committee members, employees, volunteers, students and other individuals will be able to acquire information regarding CTAC's privacy policies in accessible forms.

Available information includes:

- name, title and contact information regarding the Secretary of the Board, who is accountable for privacy policies and to whom complaints and/or inquiries should be forwarded;
- means of gaining access to individual personal information;
- description of the type of personal information held by CTAC.

Access

Upon request, an individual will be informed of the existence, use and disclosure of their personal information and will be given access to said information. CTAC will provide personal information to the specific individual only. Individuals may challenge the accuracy of the information and have it changed when appropriate.

CTAC will respond to an individual's request for information in a timely manner, at no cost to the individual, and in an accessible format.

Complaints Process

Individuals with concerns and/or a complaint regarding privacy issues will contact the Secretary of the Board. Individuals will inform the Secretary of the Board of the specifics of the complaint, either in person, by phone, mail and/or e-mail.

The Secretary of the Board will investigate the complaint and determine the correct action to be taken, if any. No later than 30 days after receipt of the request, the Secretary of the Board will inform the complainant of the decision regarding the complaint and of the measures taken to comply with privacy legislation. The Secretary of the Board will amend policies and procedures if the complaint has validity.

If an individual is not satisfied with the outcome of the complaint measures, either he/she and/or the Secretary of the Board may include the Chair of the Board of Directors at that time, or at any time during the complaint process.