



## Simons Valley Hockey Association Personal Information Protection

The Simons Valley Hockey Association (SVHA) is committed to safeguarding the personal information entrusted to us by our members (players, parents, coaches, staff and volunteers). This privacy statement outlines the practices we follow in protecting personal information.

This privacy statement applies to the SVHA and to any person providing services on our behalf. A copy of this privacy statement is provided to any member on request.

### What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, gender, an identifying number, financial information, medical history, etc.

### What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our members, including personal information needed to:

- register participants
- screen volunteers
- send out association communications

We normally collect client information directly from our members. We may collect your information from other persons with your consent or as authorized by law.

We inform our members, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a member volunteers information for an obvious purpose (for example, producing a credit card to pay a registration fee when the information will be used only to process the payment).

### How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, for example shredding paper records and permanently deleting electronic records.

### Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by the SVHA, or about a request for access to your own personal information, please contact us at [admin@svha.ca](mailto:admin@svha.ca).