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## Policy Statement

At University Canada West (UCW), we are committed to providing our students, employees, alumni, donors, research participants, retirees, and others with exceptional service. As providing this service involves the collection, use, and disclosure of some personal information about our students, employees, alumni, donors, research participants, retirees, and others (subsequently referred to as members), protecting their personal information is one of our highest priorities. We are committed to excellence in the management of this information.

While we have always respected our members' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's *Personal Information Protection Act (PIPA)*. PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our members of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' personal information and allowing our students, employees, alumni, donors, research participants, retirees, and others to request access to, and correction of, their personal information.

UCW upholds the definition of personal information as specified under the Personal Information Protection and Electronic Document Act (PIPEDA) and the BC Provincial Information Protection Act (PIPA).

## Purpose

To ensure that the University protects the privacy of its members whose personal information is in the University's custody or control and that it upholds applicable privacy legislation governing the collection, use, and disclosure of personal information.

## Scope

All campuses and organizational units of University Canada West. All information and records in the custody and/or under the control of the University. The policy is based on the requirements of the privacy legislation that applies to UCW. In order of importance for University operations, the two Acts that apply are:

- the Provincial Personal Information Protection Act (PIPA)

- the Federal Personal Information Protection & Electronic Documents Act (PIPEDA)

University Canada West complies in all respects with all applicable privacy legislation and other applicable privacy legislation that may be enacted.

All employees of UCW are responsible for the protection of the privacy of students, employees, alumni, donors, research participants, retirees, and others whose personal information is in the custody and/or under the control of the University. All employees are expected to undertake privacy awareness training authorized by the University.

The President has ultimate accountability for compliance with privacy provisions. The President may delegate his or her powers under in whole or in part, but his or her delegates may not sub-delegate. The delegation of the President shall be in writing. Delegates may assign related duties to subordinates as necessary to fulfill delegated responsibilities.

Department heads are responsible for establishing and maintaining measures to ensure their units are protecting privacy, in accordance with the Privacy Policy and application privacy legislation.

The University Privacy Officer is guided by University Canada West's Privacy Policy in executing her/his responsibilities.

In compelling circumstances, for example where health and safety may be at stake, disclosures of personal information may be made in accordance with exceptions for such circumstances in the legislation. Employees considering disclosure of personal information in such circumstances must seek advice from the University Privacy Officer. If this is not possible during an emergency, employees must take reasonable measures to protect personal information.

University Canada West is guided by the following principles:

- Accountability:** The University is responsible for personal information in its custody and/or under its control and has designated a University Privacy Officer who is accountable for the organization's compliance with these principles.
- Identifying Purposes and Consent:** The University identifies to the individual the authority and purposes for the collection and use of personal information at the time of collection, and the contact information of an employee who can answer questions about the collection. The University obtains the individual's consent to the collection of sensitive personal information and personal information collected for the purpose of disclosure outside the University. The University collects personal information directly from the subject of the information whenever it is feasible and appropriate to do so. When direct collection is not feasible or appropriate, the University makes every reasonable effort to ensure the accuracy of personal information collected from third parties.
- Limiting Collection:** The University limits its collection of personal information to that which is required for its programs and services. Wherever feasible and appropriate, the University collects personal information about students, employees, alumni, donors, research participants, retirees, and others directly from the individual concerned. A Privacy Notice is provided to the individual at the time of collection.
- Limiting Use, Disclosure, and Retention:** The University limits its use and disclosure of personal information to those purposes in accordance with the applicable privacy legislation. The University uses personal information only for the purpose for which it was collected or compiled; for a consistent purpose; with the written consent of the individual; or for the purpose for which the information was disclosed to the University. Employees collect and use only the minimum amount of personal information needed. The University does not disclose personal information to any

individual other than the subject unless it is permitted under PIPA/FOIPA. Any disclosure is limited to the minimum amount necessary.

- e. **Accuracy:** The University makes every reasonable effort to ensure that the personal information it collects, uses, and discloses is accurate and complete. Each individual is responsible for ensuring his/her information is correct and current.
- f. **Security:** The University ensures that personal information in its custody is secured in a manner appropriate to the sensitivity and purpose of the information. The University ensures that records containing personal information are protected from unauthorized collection, access, use, disclosure, and disposal by putting in place reasonable administrative, physical, and technical security measures. All employees ensure that personal information which they handle as part of their job is secure from unauthorized access, that collection, use and disclosure of personal information is minimized and that records are managed in accordance with an established records retention and disposal system.
- g. **Openness:** The University's Privacy Policy and related procedures are available on the University's website at <http://www.ucanwest.ca/privacy-policy> and this on-line version is the official version. Printed copies are available from the University Privacy Officer, who responds to any related questions. The University notifies affected individuals of any potentially detrimental breaches of its privacy controls in accordance with the PROCEDURE FOR NOTIFICATION OF A PRIVACY BREACH.
- h. **Individual Access:** An individual may access his or her personal information by making a written request to the University department responsible for the information, or to the University Privacy Officer. UCW may require an individual to prove his/her identity before providing access to his/her information. A fee may be levied if the request requires the use of extra personnel or University resources. When personal information is used to make a decision affecting someone, the information will be kept for at least one year so that the individual will have sufficient opportunity to access the information, if desired. Upon request from an applicant, the University will correct an error or omission in an applicant's personal information or annotate the file if no correction is made.
- i. **Challenging Compliance:** Complaints or questions with respect to the University's compliance with this Privacy Policy must be directed to the University Privacy Officer. The University Privacy Officer shall investigate all complaints received or shall delegate the investigation to another investigator.

To monitor compliance with the Privacy Policy, all projects involving personal information must be reviewed by the University Privacy Officer. This compliance requirement does NOT apply to research projects involving human participants, which have received ethics approval from a duly-constituted research ethics board, including a research ethics body.

### Noncompliance

1. University employees who act in good faith and who execute their employment responsibilities with a reasonable standard of care shall not be subject to discipline for unintentional privacy breaches.
2. Privacy breaches arising from noncompliance with the legislation or this policy may result in disciplinary action up to and including dismissal.

### Definitions

These definitions apply to terms as they are used in this policy:

Word/Term	Definition
Legislation	The privacy legislation with which the University is required to comply. Depending on the nature of the personal information and the purposes for

	which it is collected, used or disclosed, the legislation may be one or more of the <u>Provincial Personal Information Protection Act (PIPA)</u> or the <u>Federal Personal Information Protection &amp; Electronic Documents Act (PIPEDA)</u> .
Personal Information	Means recorded information about an identifiable individual, including (but not limited to) <ul style="list-style-type: none"> <li>• the individual's name, address or telephone number</li> <li>• the individual's race, national or ethnic origin, colour, or religious or political beliefs or associations</li> <li>• the individual's age, sex, sexual orientation, marital status or family status</li> <li>• an identifying number, symbol or other particular assigned to the individual</li> <li>• the individual's fingerprints, blood type or inheritable characteristics</li> <li>• information about the individual's health care status or history, including a physical or mental disability</li> <li>• information about the individual's educational, financial, criminal or employment status or history</li> <li>• the opinions of a person about the individual, and</li> <li>• the individual's personal views or opinions</li> </ul>
Privacy	The protection of the collection, usage, storage, destruction, and dissemination of personal information on alumni, donors, students, staff, faculty, and University stakeholders.
Privacy Breach	Occurs when there is unauthorized access to or collection, use, disclosure or disposal of personal information
Record	A record of information in any form and recorded or stored in any manner, including paper, electronic, digital, audio, and video, but does not include a computer program or a mechanism that produces records on any storage medium
University Privacy Officer	The position with overall management responsibility for privacy policy and procedures at the University. <i>This is a functional description, not a title.</i> The University Privacy Officer is appointed by the President of the University.

## Related legislation

- the Provincial Personal Information Protection Act (PIPA)
- the Federal Personal Information Protection & Electronic Documents Act (PIPEDA)

## Related policies

Policy Number	Policy Title
6750	UCW Records Management Policy
5011	Research Ethics

## Responsibility

### Duties of the Privacy Officer

- All personal information inquiries or complaints fall under the jurisdiction of the University Privacy Officer.
- Members of UCW and UCW staff may request access to their personal information and may request corrections to personal information so that it is complete and accurate.
- The University Privacy Officer will ensure that personal information is secured.

- The University Privacy Officer will ensure the protection of personal information safeguarded by UCW including:
  - Limiting access to personal information to those employees who require access to the information in the performance of their job function;
  - Installing and maintaining reasonable security safeguards to prevent unauthorized access of its computer system and hard copy files;
  - Not collecting or disclosing personal information for purposes other than what is listed in this policy;
  - Ensuring that personal information kept is accurate and current; and
  - Destroying personal information (when required) in a manner that maintains the confidentiality of that personal information.

Action Required	Position Responsible	Action Required
1. Contain the breach.	Program area where breach occurred.	Immediate
2. Report the breach within the organization or public body	<ul style="list-style-type: none"> <li>• Program area staff (report to management)</li> <li>• Management</li> <li>• Privacy Officer</li> </ul>	Same day as breach discovered
3. Designate lead investigator and select breach response team as appropriate	Privacy Officer	Same day as breach discovered
4. Preserve the evidence	Lead Investigator or Privacy Officer	Same day as breach discovered
5. Contact police if necessary	Privacy Officer	Within 2 days of breach discovery
6. Conduct preliminary analysis of risks and cause of breach	Lead Investigator	Within 2 days of breach discovery
7. Determine if the breach should be reported to the Privacy Commissioner	Privacy Officer in consultation with executive	Generally within 2 days of breach
8. Take further containment steps if required based on preliminary assessment	Lead Investigator or Privacy Officer	Within 2 days of breach
9. Evaluate risks associated with breach	Lead Investigator or Privacy Officer	Within 1 week of breach
10. Determine if notification of affected individuals is required	Privacy Officer	Within 1 week of breach
11. Conduct notification of affected individuals	Privacy Officer or program area manager	Within 1 week of breach
12. Contact others as appropriate	Privacy Officer or program area manager	As needed
13. Determine if further in-depth investigation is required	Privacy Officer or program area manager	Within 2 to 3 weeks of the breach
14. Conduct further investigation into cause & extent of the breach if necessary	Privacy Officer, security officer or outside independent auditor or investigator	Within 2 to 3 weeks of the breach
15. Review investigative findings and develop prevention strategies	Privacy Officer or program area manager	Within 2 months of breach
16. Implement prevention strategies	Privacy Officer or program area manager	Depends on the strategy
17. Monitor prevention strategies	Privacy Officer or program area manager	Annual privacy/security audits

**Appendix A**Guide to Personal Information Protection Act**Appendix B - Web Site Privacy Policy Statement****When Personal Information Is Collected and How University Canada West Uses Your Personal Information**

University Canada West collects personal information to make our site(s) and service(s) more relevant and rewarding for you to use.

For each visitor to our Web pages, our Web server automatically recognizes your domain, service provider, operating system, and internet browser. Our Web server additionally records usage of pages by our visitors. We use this information, in aggregate, for our research reports and performance surveys. We sometimes use this non-personally identifiable information that we collect to improve the design and content of our site and to enable us to personalize your Internet experience.

Some of University Canada West's pages request you to provide personally identifiable information in order to participate in the activities and offerings within. We may use the information you provide about yourself to fulfill your requests for our products, programs, and services, to respond to your inquiries about our offerings, and to offer you other products, programs, or services that we believe may be of interest to you. We sometimes use this information to communicate with you, such as to notify you when we make changes to our services, to fulfill a request by you, or to contact you about your account with us. Most of our communications provide an "opt-out" feature.

We may also use your information to update internal systems. This allows for seamless delivery of services and resources to you across University Canada West.

The University Canada West website(s) and service(s) may contain email services, bulletin board services, chat areas, news groups, forums, communities, personal Web pages, calendars, photo displays and/or other message or communication facilities designed to enable you to communicate with others (collectively, "Communication Services"). The information we collect in connection with these Communication Services is used to provide an interactive experience. We use this information to facilitate participation in these Communication Services. Within many of these Communication Services, University Canada West provides you multiple privacy options that allow you to restrict the use and viewability of your information to others.

**Cookies**

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you would not have to log in a password more than once, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information on our site.



Third party vendors, including Google may use cookies to serve ads based on a user's prior visits to University Canada West website. Users may opt out of Google's use of cookies by visiting the Google advertising opt-out page.

#### **Collection of Information by Third-Party Sites**

Some of our site(s) and service(s) contain links to other sites whose information practices may be different than ours. Visitors should consult the other sites' privacy policies, as we have no control over information that is submitted to, or collected by, these third parties.

#### **Will University Canada West Disclose My Personal Information To Parties Outside University Canada West?**

University Canada West does not sell, rent, give away, or loan any identifiable information regarding its members to any third party other than agents and contractors of University Canada West.

Agents and contractors of University Canada West who have access to personally identifiable information are required to protect this information in a manner that is consistent with this privacy policy by, for example, not using the information for any purpose other than to carry out the services they are performing for University Canada West.

University Canada West may release personal information when we believe, in good faith, that such release is reasonably necessary to (i.) comply with law, (ii.) enforce or apply the terms of any of our user agreements, or (iii.) protect the rights, property, or safety of University Canada West, our users, or others.

#### **How University Canada West Protects Your Information**

Although we take appropriate measures to safeguard against unauthorized disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this privacy policy.

Unfortunately, despite all of our efforts, there is always a risk that third parties may unlawfully intercept transmissions. This reality is true of all Internet use. As a result, we cannot ensure the security of any information you transmit, and you transmit all information at your own risk.

#### **How You Can Access or Correct Your Information**

Many of the online site(s) and service(s) we provide allow you to manage your personal information. Should you need further assistance, please contact us using the contact information provided below.

To protect your privacy and security, we will take reasonable steps to help verify your identity before granting access or making corrections.

#### **How Does University Canada West Protect The Privacy Of Children Younger Than 13 Years?**

University Canada West is concerned about the privacy of young children and does not knowingly collect any personal information from children under 13 years. We suggest that you become involved with your child's access to the Internet and to our site to ensure that his or her privacy is well protected.

#### **Your Consent**

By using our website, you consent to the collection and use of your information by University Canada West.

Consent may also be implied where you are given notice and a reasonable opportunity to opt-out of your personal information being used for mail-outs, the marketing of new services or products, fundraising, or other services and you do not opt-out.



If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

**If You Have any Questions About This Privacy Policy**

The University Privacy Officer is responsible for ensuring UCW's compliance with this policy and the *Personal Information Protection Act*.

Please direct any complaints, concerns, or questions regarding UCW's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, you may also write to the Information and Privacy Commissioner of British Columbia.

If you have any questions about this Privacy Policy, or the content or practices of our website, you can contact University Canada West at: [privacy@ucanwest.ca](mailto:privacy@ucanwest.ca).