



# Privacy Policy

Skate Ontario (SO) respects and protects your privacy. This means that:

- SO will not sell, exchange, loan or make available to other organizations any personal information that you have provided to us;
- SO will keep all personal information confidential and will have safeguards to protect that information whether in print, electronic or other form; and
- SO will make available to you, upon request, your personal information that is on file and will correct, amend or delete information at your request unless otherwise required by law.

## Personal Information and Purpose of Collection

The Personal Information Protection and Electronic Documents Act (PIPEDA) governs privacy of information.

Personal information is the information that relates to you as an identifiable individual. Personal information does not include business information (e.g. an individual's business address and telephone number).

SO will only collect personal information to meet and maintain the highest standard of organizing and programming in the sport of skating. SO collects personal information from participants, coaches, officials, team managers, contractors, employees and volunteers (collectively "Individuals") for purposes that include, but are not limited to, the following:

- a) Registration for programs, activities, and events; travel administration and purchasing equipment and other products.
- b) Receiving communications from SO in regard to fundraising, programs, events, and activities.
- c) Determining eligibility, age group and appropriate level of play/competition.
- d) Criminal record checks and related personal reference material for implementing SO's screening policies.
- e) Fitness screening information as required through Ontario High Performance Sport Initiative activities and any other programs as required.
- f) Award nominations, biographies, published articles and media relations.
- g) Outfitting uniforms and various components of athlete and team selection.
- h) Data to determine level of certification, coaching qualifications, and coach selection.
- i) Credit card information for purchasing products and for registration at events and activities.
- j) Technical monitoring, Club/Skating School consultation, officials training, education, sport promotion, media publications and posting on SO's website, live streaming platforms, event videos, event photographs, displays or posters.
- k) Scores and rankings of athletes for record keeping, publishing, competing, and identifying athletes.
- l) Names, ages, and signatures for the purpose of participant agreements, permission where medical treatment is concerned, and collection of waivers.
- m) SO's payroll, contractual obligations, bursaries, grants and honorariums.
- n) Name and contact information for the purpose of communication within and between the board, committees, volunteers, etc.
- o) Club/skating school and section contact information: such as club/skating school and section name, web address, contact person(s) name, phone number and email address for the purpose of relaying and collecting information relating to the activities of SO.
- p) Emergency contacts, medical history for use in the case of classification, medical emergency or reports relating to medical or emergency issues and managing insurance claims.
- q) Determining membership demographic structure, and program wants and needs.

Information as required by the SO General Dispute and Resolution Policy.



# Privacy Policy

## Consent

- a) Consent is required to be obtained by lawful means from individuals at the time of collection, prior to the use and disclosure of the personal information. If the consent to the collection, use or disclosure was not obtained upon receipt of the information, consent will be obtained prior to the use or disclosure of that information.
- b) SO may collect personal information without consent where reasonable to do so from the perspective of the individual whose information is at stake, and where permitted by law.
- c) By providing personal information to SO, individuals are consenting to the use of information for the purposes identified in this Privacy Policy.
- d) In determining the form of consent to be obtained, SO will take into account the sensitivity of the information.
- e) SO will not, as a condition of a product or service, require an individual to consent to the collection, use and disclosure of information beyond that required to fulfill the specified purpose.
- f) An individual may withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions, provided that the individual gives one week of notice of such withdrawal to SO. The SO Executive Director, will advise the individual of the implications of such a withdrawal.

## Limited Collection, Use, Disclosure and Retention

- a) All personal information will be collected fairly, by lawful means and for the purposes as specified in this Privacy Policy,
- b) Personal information will not be used or disclosed by SO for purposes other than those for which it was collected as described herein, except with the consent of the individual or as required by law.
- c) Information may be forwarded to volunteers of the organization (such as Committee Members, Board of Directors, Local Organizing Committees, Competition Officials), other associations for the purpose of clinics, programming, and competition, Skate Canada, Coaches Association of Ontario, Award organizations, ministries of the provincial and/or federal government or other parties with whom SO deals.
- d) Information disclosed to a third party with consent from the individual shall be protected by a third-party agreement to limit use and disclosure.
- e) Personal information will be retained for certain periods of time in accordance with the following:
  - I. Program registration data and athlete information will be retained indefinitely for the sake of historical record and tracking purposes.
  - II. Registration data for programs, clinics, camps, and competitions may be retained indefinitely after the event for record purposes.
  - III. Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Canada requirements.
  - IV. Personal health information will be immediately destroyed when an individual chooses to leave a SO program.
  - V. Marketing information will be immediately destroyed upon compilation and analysis of collected information.
  - VI. Credit card information will be destroyed immediately upon completion of a financial transaction.
  - VII. As otherwise may be stipulated in federal or provincial legislation.

## Employee Commitment

Our employees, contractors and volunteers are committed to respecting the personal information we hold in our files. Our employees have been trained on the appropriate use of personal information.

Volunteers, coaches etc. who receive personal information in order to carry out the work of the organization will be notified with regards to the safekeeping of such information.



# Privacy Policy

## Accuracy

SO will use accurate and up-to-date information as is necessary for the purposes for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about an individual.

## Security

All information held by SO is subject to strict internal security to prevent unauthorized access and improper usage. Electronic records are subject to limited access by authorized personnel who must use passwords and other security measures. Print records containing personal information are subject to physical protection such as locked rooms or cabinets, accessible only to authorized personnel.

## Website

When you visit the SO website, ([www.skateontario.org](http://www.skateontario.org)) steps will be taken to respect and protect your privacy. SO automatically collects generic, non-personal information about visits to our website. SO does not collect personal information such as names, ages, phone numbers, addresses or email addresses from visitors to our website.

SO does collect selected visitor information such as IP addresses, return visits from past guests, referring pages, pages visited, and time spent on the website. This non-personally identifiable information is collected in order to obtain statistical analysis of website traffic patterns, administer our website and servers and improve our services. SO will collect data in aggregate form and data is not recorded or stored about individual visitors.

Cookies are small text files that a web browser transfers to and from your hard drive for record keeping purposes. The use of cookies is an Internet standard. SO does use cookies to serve you better. However, cookies are not used to retrieve personal data from your hard drive or to obtain your email address or other personal information. A cookie is information about how and when you use a website, and it is created at the time you visit a website. Rather than retain this data, SO's cookie is a small text file sent to your computer hard drive to record your preference information on your own computer. Most of SO's cookies are "session cookies" used only for the time you stay on the website each visit.

If you do not wish to accept cookies, you may choose not to by setting your browser options to inform you when cookies are being sent or to deny cookies altogether. Please note, however, that by not accepting cookies, you may limit the functionality that we can provide to you when you visit our site.

The SO website is a product of SO. The information on the website is provided as a resource to those interested in skating in Ontario. SO disclaims any representation or warranty, express, or implied, concerning the accuracy, completeness, or fitness for a particular purpose of the information. Persons accessing this information assume full responsibility for the use of the information and understand and agree that SO is not liable for any claim, loss or damage arising from the use of this information. Reference to specific products, processes or services does not constitute or imply recommendation or endorsement by SO. SO also reserves the right to make changes at any time to its website without notice.

Links to other Internet websites made available through the SO website are not under the control of SO. They are provided for your convenience only. SO therefore does not make any guarantees with respect to these links and the material available on such linked websites, nor is SO responsible for privacy practices by other organizations or websites.

The SO website is created and controlled by SO in the province of Ontario. As such, the laws of the province of Ontario will govern these disclaimers, terms and conditions, without giving effect to any principles of conflict of laws.



# Privacy Policy

## Access to Information

Upon written request and with assistance from SO, an individual may be informed of the existence, use and disclosure of their personal information and will be given access to such information. Requested information will be disclosed to the individual at a nominal cost related to photocopying, within thirty days of receipt of the written request to:

Skate Ontario  
100-2605 Skymark Avenue  
Mississauga, ON  
L4W 4L5

## Contact Us

If you have questions or comments about this Privacy Policy or about the personal information we collect, use and retain about you, you may contact us and we will do our best to answer your questions. Our Privacy Officer can be reached at the above address.

If, having shared your concerns with SO, you are still not satisfied, you may file a complaint with the Privacy Commissioner of Canada by telephone (1-800-282-1376) or write to 112 Kent Street, Ottawa, Ontario, K1A 1H3.