

ISLAND CONSORT

Privacy Policy

September 1, 2009

Commitment

The Island Consort recognizes the importance of a person's privacy and the sensitivity of their personal information, such as their name and address received in the course of our organization's operations. We are committed to ensuring privacy by protecting the personal information of all members and clients in our control and custody. We will ensure confidentiality of this information by holding this information in a secure manner to prevent unauthorized access, collection, use or disclosure of this information.

Use

The Island Consort will only use personal information for the purpose it was originally collected except with the consent of the individual or as required by law.

Disclosure

The Island Consort will only disclose personal information for the purpose it was originally collected except with the consent of the individual or as required by law.

When disclosing personal information, the Island Consort will make reasonable efforts to ensure privacy of clients and members.

Retention

The Island Consort will keep, for at least one year, personal information used to make a decision that affects an individual.

The Island Consort will destroy or erase documents containing personal information, as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information and retention is no longer necessary for legal or business purposes.

The Island Consort will take due care with destruction of personal information so as to prevent unauthorized access of an individual's personal information

Privacy Officer

The Island Consort has designated a Privacy Officer to oversee the protection of personal information in compliance with the BC Personal Information Protection Act (PIPA).

Questions

Members and clients may direct inquiries or complaints regarding their personal information to the Privacy Officer. Contact information will be available by inquiring directly to the Island Consort.

Complaints

The Island Consort will, upon request, inform clients/members of complaint procedures. We will ensure that inquiries, concerns and complaints regarding personal information will receive prompt attention and be resolved in a timely manner.

Access

The Act permits individuals to submit written requests asking the Island Consort to correct errors and/or omissions to their personal information that is in our custody or control. We will provide:

1. the individual with their personal information in our custody or under control of our organization.
2. information about how their personal information is or has been used.
3. to whom and in what situations our organization has disclosed this information.

We will make a reasonable effort to assist the applicant and respond to all requests within the 30 days as allowed by the Act. An individual's ability to access his or her personal information under our control is not absolute.

Correction

The Act permits individuals to submit written requests asking us to correct errors or omissions in their personal information that is in our custody or control. We will:

1. correct the personal information and send correction notifications to any other organizations to whom we disclosed the incorrect information.
2. decide not to correct the personal information, but annotate the personal information that a correction was requested but not made.

An individual may also request information regarding their right to file a complaint with the BC Privacy Commissioner and will be provided contact information.