

## **NOHA PRIVACY POLICY**

### **BACKGROUND**

The Northern Ontario Hockey Association ("NOHA") is the governing body for amateur hockey in a specific geographical jurisdiction of Ontario. In co-operation with the Ontario Hockey Federation and Hockey Canada, the NOHA governs Hockey throughout its jurisdiction via their respective Member Associations/Organizations.

NOHA Hockey Programming involves making all arrangements for amateur hockey leagues, teams and games including selection and training of coaches and referees, deciding which players may participate at which level, and establishing appropriate rules and regulations for amateur hockey. As a result of programming, information is collected by the NOHA or its aforementioned partners, for the purposes of determining if transfer regulations may apply, monitoring scouting, gauging the success of certain programs in order to improve upon them, facilitating emergency contact, providing educational opportunities and/or career opportunities, researching and facilitating electronic updates/contacts.

### **PURPOSE OF THIS POLICY**

The NOHA has developed this Privacy Policy for implementation beginning January 1, 2004. This Policy describes the way in which the NOHA collects, uses, retains, safeguards, discloses and disposes of the personal information of prospective members, members, and others including players, parents, trainers, coaches, referees, managers, volunteers and employees.

This Policy describes the way that the NOHA will, subject to applicable legal requirements, adhere to all relevant federal and provincial legislative privacy requirements. The Policy follows the 10 Canadian Standards Association (CSA) principles identified in the federal Personal Information Protection and Electronic Documents Act (PIPEDA). The Policy describes each principle and the method of implementing each. The NOHA will strive to meet or exceed federal and provincial legislative requirements and will ensure that it remains current with changing technologies and laws. Any and all changes will immediately be posted to the NOHA web site ([www.noha.on.ca](http://www.noha.on.ca)).

## **1. Accountability**

- 1.1 The NOHA shall designate the President and Executive Director as the Privacy Officer(s) for the NOHA and they are jointly accountable to the Board of Directors for compliance with this Policy. The Privacy Officer(s) will be responsible for the NOHA's compliance with PIPEDA privacy principles and for responding to access requests in accordance with this Policy.
- 1.2 Each of the Member Associations/Organizations of the NOHA, and or Clubs affiliated with the NOHA shall designate and identify to the NOHA and their membership an individual or individuals as their Privacy Officer(s) and identify an appropriate hierarchy of contact and accountability for information.
- 1.3 The name(s) of the individual(s) listed as the NOHA Privacy Officer(s) for the NOHA and Member Associations shall be made available upon request or by visiting the NOHA or Member Associations' website and or Constitutions. In the case where neither of these individuals are available upon request, a delegate may act on their behalf.
- 1.4 The NOHA's Privacy Officer will ensure that the NOHA is accountable for all personal information in its possession including that which may be transferred to a third party. Third party organizations who handle information on behalf of the NOHA shall be contractually obligated to adhere to the standards of the NOHA Privacy Policy.
- 1.5 The NOHA will implement internal policies which will facilitate adherence to the Privacy Policies including but not limited to the following:
  - Security measures at all levels designed to protect personal information in its possession.
  - Procedures designed to respond to complaints and/or inquiries
  - Staff training in all facets of information management, including awareness of the NOHA's Privacy Policy and subsequent policies and procedures developed in accordance with the Policy.

## **2. Identifying Purposes**

- 2.1 The NOHA shall only collect information necessary to conduct hockey programming. Access to our Privacy Policies and procedures will be readily available. Similarly, the process by which challenges may be made to the NOHA's compliance and/or adherence to the legislation in question shall be readily available.
- 2.2 The NOHA collects personal information for the purpose of providing hockey programming, which endeavours to meet the individual needs of each participant.
- 2.3 The NOHA recognizes that hockey by its nature is a contact sport and injuries are to a certain extent, inherent in the game. Medical records, medical history and medical forms of the individual may be of assistance in an emergency situation and as such may be requested. While participants are under no obligation whatsoever to supply this information and may refuse to do so without penalty, the NOHA will consider receipt of this information as consent for its subsequent use in an emergency medical situation.

- 2.4 The NOHA will request individual permission for the use of any data collected which is extraneous to that which has been identified ***below***, unless said usage is authorized by law.

<b>Type of Personal Information</b>	<b>Purpose of Collecting</b>
A participant's name, gender, place of residence and date of birth.	To determine that the participant's geographical, division and level of play information are consistent with NOHA/OHF and Hockey Canada regulations.
Historical information concerning past teams played for.	To determine if any NOHA/OHF/Hockey Canada transfer regulations apply.
A participant's skill and development level and feedback on programs, honours and awards received.	To measure the success of our programs and maintain governance.
A participant's parents (if applicable); name, address, telephone number(s), email addresses and fax.	To facilitate emergency contact information and to ensure compliance with NOHA/OHF/Hockey Canada residency regulations.
Educational information	To ensure all NOHA/OHF/Hockey Canada residency regulations have been adhered to.
E-mail addresses and fax	To facilitate membership communication.
Skill levels, ability, emergency contacts and health concerns	To ensure our activities are carried out in a safe and secure environment.
Resumes	To identify potential future employment candidates.
Registration information	To conduct research studies including but not necessarily limited to hockey demographic type research. To be made available to related organizations, Branches, associations, leagues and/or third party service providers.
Appeal Information	To administer appeals and any related proceedings, and the Rules, Regulations and By Laws of the NOHA.

- 2.5 The information will be collected via an oral and/or written agreement to allow the individual submitting information an opportunity to opt-out or opt-in to the use of personal information for third parties.
- 2.6 All information is kept for the duration of seven years or as long as required to fulfill the purposes identified, unless permission is obtained from the member providing the information to hold it for a different length of time.
- 2.7 The NOHA will endeavour through its Member Associations/Organizations to advise potential registration candidates of the purpose for the collection of their data at the time of registration. This information will be made available by reference to the NOHA website or Constitution. The NOHA will further endeavour to ensure that all collectors of the personal information are familiar with the potential use of the data. Any other purpose of collection will be stated at time of collection.
- 2.8 All data collected by the NOHA shall be maintained in the NOHA office or that of the applicable Member Associations/Organizations. All such offices are listed on the NOHA web site.
- 2.9 The NOHA may also use information about user access to secure areas of the NOHA website. Information you are asked to provide during your use of the NOHA web site may include your

name, address, e-mail address, age, sex and will be treated within the same parameters as other personal information collected by the OHF or Hockey Canada through other means. It will always remain your choice to provide information in certain fields.

### **3. Consent**

- 3.1 The NOHA will use the personal information for the uses specified in section 2.
- 3.2 All members of the NOHA have the ability to consent to the use of their personal information on a yearly basis. A member of the NOHA agrees that the act of registering constitutes implied consent to such use of their personal information by the NOHA, its Member Associations/Organizations and the OHF/Hockey Canada.
- 3.3 Beginning with the 2004-2005 season registration, members will have the opportunity to choose whether information other than name, address, birth date, and information concerning registration, discipline, and honours and awards received may be kept for a longer period than otherwise mentioned.
- 3.4 If at any time you wish to withdraw your consent to the use of your information for any purposes, you may do so by contacting the NOHA Privacy Officer at any time, subject to legal or contractual restrictions and by providing reasonable written notice. Previous consent will be removed from the NOHA data base upon receipt of a written request and that request will be communicated to all Member Associations/Organizations within 10 business days.
- 3.5 The NOHA may collect personal information without consent where reasonable to do so and where permitted by law.

### **4. Limiting Collection**

- 4.1 The NOHA and its Member Associations/Organizations shall only collect personal information in a fair and lawful manner as set forth in this Privacy Policy.
- 4.2 The NOHA shall not indiscriminately collect information. The amount and type of information collected shall be limited to that which is required to fulfill its identified purposes.
- 4.3 The NOHA will not use any form of deception in gaining personal information from its members.

### **5. Limiting Use, Disclosure and Retention**

- 5.1 The NOHA, its Member Associations/Organizations, shall limit the use of personal information collected to purposes that are listed in Section 2.2 (Identifying Purposes) and 3.2 (Consent) and will not disclose the information for other purposes except as requested and permitted by applicable law.
- 5.2 Prior to enlisting the services of third party organizations, the NOHA will contractually commit those parties to treat your personal information in a manner consistent with this Privacy Policy.
- 5.3 The NOHA may disclose your personal information to a government authority that has asserted its lawful authority to obtain the information or where the association has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court, person, or body with jurisdiction to compel the production of the information or otherwise as permitted by applicable law.

- 5.4 The NOHA may at its discretion release personal information for the purposes of collecting debts which may be owed to the NOHA.
- 5.5 The NOHA shall retain documents concerning registration, performance activities, discipline, events and honours and awards received for specific periods of time dependant upon necessity or destroyed accordingly when it is deemed appropriate. More specifically:
- Registration data will be retained for a three year period after an individual has left the NOHA programs in the event that an individual chooses to return to the NOHA programs after leaving.
  - Parental/Family information will be maintained for a similar three year period after a member has left our programs.
- 5.6 Other personal information will be retained by the NOHA for regulated timeframes as requested by legislation governing its operation and/or the information provided, after which time (unless consent is given to keep information for a longer period) the information will be destroyed in a secure manner.
- 5.7 If there is no legislative requirements to retain other information it will be kept for a minimum of 24 months from the time it was provided.

## **6. Accuracy**

- 6.1 The NOHA shall strive to ensure to the extent that it can, that the information entrusted to it is maintained in an accurate manner. Members will have the ability to view and review data provided on their application for membership at any time through the Hockey Canada and NOHA Hockey Management System (HMS) or equivalent in certain Member Partner jurisdictional areas. The NOHA shall attempt to maintain the privacy interests of the individual and attempt to ensure that decisions are not made for or about an individual based on personal information that may be flawed.
- 6.2 The NOHA shall only update information if a request is made in writing.

## **7. Safeguards**

- 7.1 Security safeguards will be implemented to ensure your personal information is protected from theft as well as unauthorized use or access, disclosure, copying, or modification thereof.
- 7.2 All information collected by the NOHA (as per 2.2) will be considered highly sensitive. As such, a high level of security will be practiced at all times.
- 7.3 Methods of protection and safeguards to be employed shall include but in no way be necessarily limited to locked files, offices and storage areas, security clearances and need to know access as well as technological measures such as passwords and encryption.
- 7.4 These measures will be subject to yearly reviews by the NOHA and its Privacy Officer(s) to ensure the best methods possible are being utilized to maximize effectiveness.

## **8. Openness**

- 8.1 The NOHA publicly discloses the methods by which personal information is handled. This information is readily available through its Privacy Policy, on its website or upon request by contacting the NOHA Privacy Officer.
- 8.2 The information available includes:
- The name address and phone number of the NOHA Privacy Officer.
  - The forms (attached) to access your information or change your information.
  - A description of the type of personal information and our general uses thereof (review chart in section 2.2 for more details).
- 8.3 If any participant shall have a question regarding the personal information collected, the investigation may be initiated to the Member Associations/Organizations Privacy Officer, then directly to the NOHA.

## **9. Individual Access**

- 9.1 Subject to applicable legislation, upon request by the individual concerned the NOHA shall disclose whether or not it actually holds personal information on an individual. The NOHA shall disclose the source of this information when requested and provide an account of third parties to whom the information may have been disclosed.
- 9.2 The NOHA may request sufficient information to confirm your identity before releasing your personal information to you.
- 9.3 Subject to applicable legislation, the NOHA shall endeavour to provide this information within 30 days of receipt of the request for information and only charge nominal fees for the purpose of satisfying its expenses incurred in the supply of requested information. This information shall be provided in an understandable format.
- 9.4 A member may challenge the accuracy and completeness of the information through written request and any inaccurate information which may be so validated, shall be corrected and any third parties shall be notified of the corrections as per 3.4 (Consent).

## **Challenging Compliance**

- 10.1 The NOHA has established a set of procedures for the resolution of grievances in the administration of its Privacy Policy.
- 10.2 Prospective members and staff may challenge the NOHA's compliance with this Policy by contacting the NOHA Executive Director or/and Privacy Officer(s) responsible for their geographic area. Upon receipt of a complaint the NOHA shall make available the complaint procedures which will be simple and easy to access.
- 10.3 The NOHA shall investigate all complaints made to it. If the complaint is deemed justified, the NOHA shall take the appropriate steps to ensure that compliance is achieved and will make changes to its policies to allow for compliance in the future.
- 10.4 All complaints shall be addressed to the NOHA Privacy Officer. NOHA policies and procedures must be adhered to in order to have the challenge dealt with in an appropriate and timely fashion.

**Privacy Statement:** The information requested on this form is required by the Northern Ontario Hockey Association (NOHA), Ontario Hockey Federation (OHF), Hockey Canada and its Member Associations/Organizations (their executives, employees, coaches and volunteers) for the purpose of rules and regulations administration by the NOHA/OHF/Hockey Canada including notification of any events or other activities. In order to do so, the NOHA/OHF/Hockey Canada and its Member Associations/Organizations may, if required request proof of a player's identity, address and date of birth.

**Opt-Out Provision**

I acknowledge and understand that, for the purposes of offering additional products and services that may be of interest to the participant or the participant's family, the NOHA may use or disclose the participant's name and address collected on this form to third parties. As the above-mentioned participant, or the participant's legal guardian, if you do not wish that information used or disclosed for the purpose of offering you such additional products and services, please check here:

**Privacy Statement for Documents other than Registration Cards:** The Northern Ontario Hockey Association is committed to respecting and protecting the privacy of our Members, their Associations, individual members, their families and our employees. The information collected on this form will be used for the sole purpose of administering the Rules, Regulations and By Laws of the NOHA/OHF/Hockey Canada and/or for the purpose of registering the individual in the program for which they have enrolled and may be used to provide them with the information necessary for participation.

**Privacy Statement for Appeal Documents**

The Northern Ontario Hockey Association is committed to respecting and protecting the privacy of our Member Associations/Organizations, individual members, their families and our employees. The personal information collected on this form and on any documents collected by the NOHA with respect to this Appeal and any related proceeding will be used for the sole purpose of administering this Appeal, any related proceedings, and the Rules, Regulations and By-laws of the NOHA/OHF/Hockey Canada. Any such documents containing personal information will, upon request, be returned to the party submitting them when no longer needed for those purposes.

**Dated – January 21, 2004**