



Privacy Policy

Pacekids is committed to protecting the privacy of an individual's personal information and to utilizing all such information in a responsible and professional manner. This policy refers to the collection, use, and disclosure of an individual's personal information, as well as the procedures for requesting access and/or correcting information that has been collected by Pacekids.

This policy, in compliance with Alberta's *Personal Information Protection Act* (PIPA), outlines the principles and procedures Pacekids follows to protect an individual's personal information. Pacekids commits to ensuring the accuracy, confidentiality, and security of personal information for any individual in a relationship with Pacekids.

Procedure

Subject to the terms and policies outlined herein, Pacekids will inform an individual why and how personal information is collected, used, and disclosed. Pacekids will obtain consent from the applicable party where required for the collection and/or use of personal information, and only handle personal information in a manner that is reasonable and appropriate.

An individual has the right to:

- Know why Pacekids collects, uses or discloses their personal information.
- Expect Pacekids to handle their information reasonably and to not use it for any other purpose other than the one to which they consented.
- Know who at Pacekids is responsible for protecting their information.
- Expect Pacekids to protect their information from unauthorized disclosure.
- Inspect the information Pacekids holds about them and make sure it is accurate, complete and current.
- Expect Pacekids to destroy their information when requested or when no longer required for the intended purpose.
- Confidentially complain to Pacekids about how it handles their information and to the Office of the Information Privacy Commissioner of Alberta, if need be.

Unless the purpose for collecting personal information is reasonably obvious and the individual voluntarily provides personal information for that purpose, Pacekids will communicate the purpose for which personal information is being collected, either verbally or in writing, before or at the time of collection.

Using and Disclosing Personal Information

Pacekids may use and disclose an individual's information in order to:

- Contact an individual to meet the needs of programming.
- Communicate with them in a timely and efficient manner
- Communicate with an individual by mail, email, internet or other electronic means
- Provide information on updates to programs and services.
- Provide information on new programs and services.
- Provide information on marketing or fund development events hosted by or on behalf of Pacekids.
- Act as required or authorized by law.



Pacekids does not sell individual personal information to anyone nor share an individual's information with organizations outside of Pacekids for the purpose of promoting other products or services.

Pacekids' staff members who are authorized access to individual personal information will only use the information for the purposes intended.

Accessing personal information

An individual has a right to access their personal information, subject to limited exceptions. A full listing of the exceptions to access can be found in section 24 of PIPA, as amended.

A request to access personal information be made in writing to the Privacy Officer, providing enough detail to identify the personal information being sought. Pacekids will make the requested information available within thirty (30) business days or provide written notice of an extension where additional time is required to fulfill the request. If a request is refused in full or in part, the Privacy Officer will notify the individual in writing, providing the reasons for refusal and the recourse available.

A fee may be charged for providing access to personal information. Where a fee applies, the Privacy Officer will inform the individual of the cost and request further direction from the member on whether to proceed with the request.

Withdrawing Consent

An individual may withdraw their consent at any time, subject to legal or contractual obligations, by providing reasonable notice in writing to the Privacy Officer.

Questions and Complaints

The Privacy Officer is responsible for ensuring Pacekids compliance with this policy and PIPA. An individual should direct any complaints, concerns or questions regarding Pacekids compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the complaint, the individual may also write to Office of the Information Privacy Commissioner of Alberta.

Privacy Officer

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