

# CAET Privacy Policy

August 2017-08-21

Privacy Policy - Protection of Personal Information

## Policy Statement

The Canadian Association for Enterostomal Therapy (CAET) controls the collection, use and disclosure of personal information in accordance with the requirements set out in Personal Information Protection and Electronic Documents Act (PIPEDA).

This privacy policy explains how CAET handles personal information. This policy forms part of the Terms of Use for CAET websites (the "Site"). Through posting visible links to this privacy statement on various pages of its websites, CAET has made a reasonable effort to ensure that you are advised of the purposes and terms under which your personal information will be used.

Any questions or complaints can be directed to:

Privacy Officer  
CAET National Office  
66 Leopolds Drive  
Ottawa, ON  
K1V 7E3

Email: [office@caet.ca](mailto:office@caet.ca) to the attention of the Privacy Officer

## Collection of Personal Information

Unless otherwise authorized by PIPEDA:

- No personal information will be collected by CAET unless it relates directly to an operating program or activity of CAET.
- CAET shall, wherever possible, collect personal information that is intended for administrative use directly from the individual to whom it relates, except where the individual authorizes otherwise.
- CAET will inform any individual from whom it collects personal information the purpose for which the information is being collected.

## Why CAET Collects Personal Information

CAET collects and/or compiles personal information for administrative purposes, including to:

- create internal reports;
- create administrative records;

- determine aggregate web usage levels;
- provide information on CAET benefits, programs, services, policies and other topics;
- provide the opportunity to give feedback on the CAET website and its programs, services and policies;
- provide the opportunity to utilize online resources;
- communicate with you; and/or
- use for a specific purpose for which the information was obtained or compiled.

CAET shall take all reasonable steps to document the purposes for which personal information is collected on its websites.

### **Retention of Personal Information**

CAET will retain personal information for such period of time after its use as may be prescribed by PIPEDA or its regulations so as to ensure that the individual to whom the information relates has a reasonable opportunity to obtain access to the use of the information.

### **Accuracy of Personal Information**

CAET will take all reasonable steps to ensure that personal information is as accurate, up-to-date and complete as possible. Members and Associates may update their personal information in the password protected Membership Directory.

### **Disposition of Personal Information**

CAET shall dispose of personal information under its control in accordance with PIPEDA or its regulations, directives or guidelines issued by the designated Minister relating to the disposal of such information, and in accordance with CAET's corporate retention schedule.

### **Use and Disclosure of Personal Information**

Personal information under the control of CAET will not be used or disclosed by CAET to a third party except for the purpose for which it was obtained or compiled, or for a use consistent with that purpose, without the consent of the individual to whom it relates, or unless otherwise authorized by PIPEDA.

When disclosing personal information to a third party (subject to the conditions outlined above), CAET shall require, through contractual or other reasonable means, that the third party follows a standard or policy comparable to CAET's privacy policy to protect the information.

In certain circumstances, personal information subject to PIPEDA may be used or disclosed without the knowledge or consent of the individual concerned. Such circumstances include, but are not limited to:

- the purpose for which the information was obtained or compiled by CAET, or for a use consistent with that purpose;
- complying with a subpoena, warrant or order issued by a court, person or body with authority to require that the information be produced; or complying with rules of the court relating to producing the information;
- an investigative body specified in the regulations for enforcing laws or carrying out a lawful investigation;
- officers or employees of CAET for internal audit purposes;
- the Library and Archives of Canada for archival purposes; and/or
- a situation where disclosure would clearly benefit the individual to whom the information relates.

### **Personal Information Database**

For administrative purposes, CAET shall include in the personal information database all personal information under its control that has been or is being used or is available for use.

### **Record of Disclosures**

CAET shall (1) keep a record of any use of personal information contained in a personal information bank, (2) keep a record of any use or purpose for which the information is disclosed where it is not included in the statements of uses in the personal information index published by the designated Minister, and (3) attach the record to the personal information.

### **Access to Personal Information**

Upon receipt of a written request for access to an individual's own personal information, CAET shall provide a right of access, subject to PIPEDA, to:

- any personal information about the individual requestor contained in a personal information database; and/or
- any other personal information under the control of CAET where the individual is able to provide enough information on the location of the information as to render it reasonably retrievable.

Individuals who are given access to their personal information for an administrative purpose may:

- request that the personal information be corrected where the individual believes there is an error or omission;
- where a correction was requested but not made, require that a note be attached to the information;
- request to be notified of any correction or notation made to the information;
- require that any person or body to whom that information has been disclosed be notified of the correction or notation within two years of the time the correction/notation is made;
- where the disclosure is to a government institution, request that the institution makes the correction or notation on any copy of the information under its control.

### **Refusal of Access to Personal Information**

CAET may refuse to provide access to personal information, as provided by PIPEDA, where such information, among other circumstances:

- is subject to solicitor-client privilege;
- is part of, or relates to, an investigative record where disclosure could be injurious to the enforcement of a federal, provincial or territorial law or the conduct of investigation; and/or
- where disclosure threatens the safety of individuals.

### **Responsibility**

All CAET contractors who collect maintain and/or use personal information are responsible for insuring that the collection, use and disclosure of this information is carried out in accordance with this policy and relevant procedures. The Privacy Officer is responsible for ensuring compliance with the law and for initiating development of procedures, guidelines and schedules to bring this policy into effect.

### **Information To Be Posted on All CAET websites**

Please read the policy carefully before using these Sites. By using the Site(s), you confirm your acceptance of the policy. CAET reserves the right to modify this policy at any time, and such modifications shall be effective immediately upon posting on the site.

CAET websites use state-of-the-art advanced encryption, firewalls and other technology to insure the security of personal information. Although CAET makes every reasonable effort to protect personal information from loss, misuse or alteration by third parties, internet users must be aware that there is always some risk involved in transmitting further information over the internet.

## **The following applies to all CAET websites:**

1. CAET collects personal information only when members specifically and knowingly choose to provide it. Any personal identifiable data about members or website visitors is stored securely and used only for the purpose for which it was provided.

The names and contact information for all individuals on this website is intended for specific purposes. No one (individual or company) may use any information on the CAET website to contact, to distribute information to, or solicit anyone for any reason other than the intended purpose for which the name and contact information is available.

### **2. Cookies**

A cookie is a small file stored on your computer by your web browser when using some internet sites. Parts of the CAET website may use sessional cookies, which do not store personal information to help you move around our website and are valid only during the time you are actually using the website.

The online member site will use persistent cookies, which may store personal information, if you choose "Remember my Username and Password" during the logon process.

### **3. Online Transactions**

We protect the security of your transactions on our website using two security features- one on our website set up by our webmaster to ensure human use and a Moneris Security System that offers secure communications by encrypting all data going to and from the CAET website.

### **4. External Links**

This policy discloses the privacy practices for our website. The CAET website contains links to other sites. Once you link to another site, you are subject to the privacy and security policies of the new site.

### **5. Disclaimer**

All information on this website is provided "as is" without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, title or non-infringement. Anyone downloading files does so at their own risk and assumes the risk of computer viruses or other malicious programs. In no event will CAET be liable to any party for any direct, indirect, special or other consequential damages for any use of this website, or on any other hyperlinked website, including, without limitation, any loss of programs or other data on your computer or otherwise, even if we are expressly advised of the possibility of such damages.

