

Search & Rescue Society of BC



Privacy Policy

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Objective

The purpose of this Policy is to govern the collection, use and disclosure of personal information by the Search and Rescue Society of British Columbia (SARBC).

This Policy does not apply to the following:

- collection, use or disclosure of personal information, if a federal Act applies to the collection, use or disclosure of the personal information;
- a document related to a prosecution if all proceedings related to the prosecution have not been completed;

Privacy Officer

The Privacy Officer for the Search and Rescue Society of British Columbia is a member of the Board. As this position can change annually (or upon resignation or termination) the Privacy Officer shall not be named in this document but rather noted on the Organizational Chart for the Society. The Privacy Officer reports to the Board of Directors.

The title (position name) and contact information of this Director will be made available to the public.

The Privacy Officer is the first point of contact in the organization when privacy issues arise either internally or from outside sources. The Privacy Officer is responsible for ensuring that SARBC's privacy policy and procedures are fully implemented and work effectively.

In addition the Privacy Officer is responsible for:

- conducting or coordinating privacy audits and risk assessments.
- responding to requests for access to and correction of personal information and general issues concerning personal information
- working with the Information and Privacy Commissioner during the investigation of a privacy complaint against the organization
- managing the necessary changes to:
 - Information management practices, policies and procedures
 - Member training (as it relates to the Privacy Plan)
 - Customer Relations (as it relates to the Privacy Plan)
 - Policies and procedures
 - Inquiry and Complaint process

Privacy Principles

The principles include Accountability, Purpose, Consent, Limiting Collection, Limiting Use Disclosure and Retention, Accuracy, Safeguards, Openness, Access, Recourse.

SARBC will collect only the information required to fulfill the purposes of the Society and the Special Services Unit. Members, clients and donors may withdraw their consent, in writing and with notice, however they must be informed of the likely consequences of withdrawing such consent.

Disclosure of personal information, as well as collection and use, will adhere to the policies set forth. The use of information and disclosure is outlined in the Appendix.

Members, Donors and Clients requesting it will be provided with a list of personal information held by SARBC, how it has been held and how it is being used along with the names of individuals and organizations that the information has been disclosed to.

Members, Clients and Donors may also request that errors or omissions in their personal information held on file be corrected. Requests for access to his/her personal information or to request corrections must be made in writing and provide sufficient information to identify the individual making the request.

SARBC will not sell, rent, or distribute personal information or participate in bulk e-mail solicitations (SPAM). Cookies are only used for traffic analysis.

SARBC will make all reasonable efforts to ensure that the personal information collected is accurate and complete. Reasonable security is in effect to prevent unauthorized access, collection, use, disclosure, modification or disposal risks.

SARBC will not release information publicly that relates to the missing subject of any Incident that the Society has been involved in.

Complaint Handling Process

Complaints will be received and handled by the Privacy Officer with assistance from the Board of Directors. All privacy complaints will be handled, responded and communicated in writing.

Complaints will be received by the Society in written or verbal format, however written is preferred.

Members receiving complaints must inform the individual making a complaint the procedure and who to contact. In addition the complainant should be informed of the right to complain to the Information and Privacy Commissioner if they are not satisfied with the organization's response to the complaint. All complaints received will be dated when received, recorded (all details surrounding the complaint) and acknowledge (receipt of) promptly.

All complaints will be processed in a fair, impartial and confidential manner. Only under extenuating circumstances will the complaint be assigned to a person who is the subject of the individual's complaint. The Investigator will have access to all relevant records, members or others who handled the personal information or access request.

All decisions relating to complaints will be documented and retained on file to ensure consistency in the application of the Act.