



Simcoe/Muskoka Literacy Network

Privacy Policies and Procedures

1.0 Intent Statement

The Simcoe/Muskoka Literacy Network respects the privacy of its members, staff, donors, sponsors, community partners and stakeholders. Protecting their privacy is important to the organization and it is committed to ensuring that appropriate measures and safeguards are in place to protect personal information that may be collected and held in the course of its activities.

It does not rent, sell or trade mailing lists and is in compliance with the legislative requirements with respect to privacy, specifically the federal Personal Information Protection and Electronic Documents Act (PIPEDA) which came into effect in 2004.

2.0 Regulations

The Simcoe/Muskoka Literacy Network implements, monitors and updates as necessary regulations related to its privacy policies.

2.1 Accountability

- i. SMLN ensures the safe custody and control of all private information under its control
- ii. Information is not transferred to third parties without the consent (express or implied) of the individual

2.2 Identifying Purposes

Personal information is information that is of a “personally identifiable” nature. Publicly available information such as directory listings and information offered on business cards are not considered to be personal information.

SMLN understands that some of the information held on members, donors, sponsors, partners and stakeholders may be considered private, which is why personal information is only collected for the following purposes:

- i. To establish and maintain a responsible relationship and provide ongoing service and support
- ii. To develop, enhance, market or provide opportunities consistent with the network mandate
- iii. To maintain, manage and develop operations through statistical review, solicited feedback and support

iv. To meet government requirements

2.3 Consent

Members, donors, sponsors, partners and stakeholders can refuse or withdraw consent for the Network to keep and use information. They may request that their name be removed from specific lists; they can refuse to provide personal information; and they may withdraw consent to hold their personal information at any time. This may limit SMLN's ability to provide appropriate service and support to these individuals and/or organizations.

2.4 Limiting Collection

The collection of personal information is limited to what is necessary for the purposes identified by the organization. Information is collected by fair and lawful means.

2.5 Limiting Use, Disclosure & Retention

Personal information is not used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information is retained only as long as necessary for the fulfillment of these purposes. When no longer required all personal information is destroyed in a method consistent with the sensitivity of the information. Personal information is not sold or shared with any person or outside organization for use in marketing or solicitation.

2.6 Accuracy

At all times the Simcoe/Muskoka Literacy Network strives to keep personal information accurate and up-to-date for the purposes identified above.

2.7 Safeguards

Personal information is protected, and/or disposed of, by security safeguards appropriate to the sensitivity of the information. Access to information by SMLN employees, contracted professionals and SMLN Board of Directors is on a *need to know* basis only.

2.8 Openness

SMLN makes specific information about its policies and practices relating to the management of personal information available to interested parties on request.

2.9 Individual Access

Upon request, an individual is informed of the existence, use, and disclosure of his or her personal information and is given access to that information. An individual is able to challenge the accuracy and completeness of the information and have it amended as appropriate.

2.10 Challenging Compliance

Individuals wishing to challenge SMLN on any aspect of its privacy policies may do so by contacting the Executive Director. SMLN investigates all privacy complaints and responds appropriately. Complaint procedures are available to all members, staff, donors, sponsors, partners and stakeholders.

3.0 Data Collection and Purposes

SMLN Learning Network collects personal information from members of the literacy field, partners, funders, community consumers of services, members, the general public who call looking for information and referral services, and those applying for employment positions with the Network. The type of information collected and its purpose is determined by the Executive Director on behalf of the SMLN Board of Directors.

3.1 Those who work in the literacy field

SMLN only gathers contact information – name, position (if appropriate), electronic and postal addresses, phone numbers, etc. - for specific purposes like sending event, meeting and training invitations, circulating resource reviews, newsletters and information bulletins or other pertinent information. Recipients of this information are able to opt out of these mailings at any time by responding “Please remove” by email or by phone.

3.2 Partners, funders and community consumers of services

SMLN only gathers contact information – name, organization, position (if appropriate), electronic and postal, addresses, phone numbers, etc. - for specific services previously agreed upon.

3.3 Members of the SMLN Network

SMLN only gathers contact information – name, organization and position (if appropriate), electronic and postal addresses, phone numbers, etc. - for specific purposes like sending AGM, meeting and training invitations, newsletters, information bulletins and other pertinent information. Recipients of this information are able to opt out of these mailings at any time by responding “Please remove” by email or by phone.

3.4 For those that call seeking information or referral

SMLN only gathers information regarding geographic location, general circumstantial descriptions and how they heard about SMLN’s Information for the purpose providing accurate referrals. From time to time demographic information is collected such as address, sex, and age for the purpose of tracking and reporting on referral statistics.

3.5 For those that submit résumés for various employment positions

SMLN only gathers contact information – name, electronic and postal addresses, phone numbers, etc. – for those it plans to interview; all other resumes are shredded on-site. Unsolicited resumes are shredded on-site.