

COLUMBIA COLLEGE PERSONAL INFORMATION AND PROTECTION OF PRIVACY POLICIES & REGULATIONS

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are <i>essential</i> or <i>mandatory</i> .
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

INTRODUCTION

This document relates to policies and regulations governing the use of personal information that Columbia College may collect, use and distribute from time to time. It is designed to focus primarily on its employees, supporters, contractors, and other business customers. It is not designed to deal with the students. The document related to student information is titled "Registrar's Office, Student Records, Grades, and Tests".

POLICY

Accountability for Personal Information

Columbia College is responsible for personal information under its control and has designated an individual who is accountable for the College's compliance with the following:

- Accountability for Columbia College's compliance with the policy rests with the Chief Executive Officer, although other individuals within Columbia College are responsible for the day-to-day collection and processing of personal information. In addition, other individuals within Columbia College are delegated to act on behalf of the Chief Executive Officer, such as the Corporate Privacy Officer.
- The name of the Corporate Privacy Officer designated by Columbia College to oversee its compliance with these principles is a matter of public record.
- Columbia College is responsible for personal information in its possession or custody, including information that has been transferred to a third party for processing. Columbia College will use contractual or other means to provide a comparable level of protection while the information is being processed by a third party.
- Columbia College will implement policies and practices to give effect to this policy, including:
 - a) Implementing procedures to protect personal information.
 - b) Establishing procedures to receive and respond to complaints and inquiries.
 - c) Training staff and communicating to staff information about Columbia College's policies and practices.
 - d) Developing information to explain Columbia College's policies and procedures.

Identifying Purposes for the Collection of Personal Information

At or before the time personal information is collected, Columbia College will identify the purposes for which personal information is collected. The primary purposes are to conduct the educational offering of the college and meeting legal and regulatory requirements.

- Identifying the purposes for which personal information is collected at or before the time of collection allows Columbia College to determine the information it needs to collect, to fulfill these purposes.
- The identified purposes are specified at or before the time of collection to the individual from whom the personal information is collected. Depending upon the way in which the information is collected, this will be done orally or in writing.

Consent for the Collection, Use, and Disclosure of Personal Information

The knowledge and consent of the individual are required for the collection, use or disclosure of personal information, except where inappropriate.

Note: In certain circumstances personal information can be collected, used, or disclosed without the knowledge and consent of the individual. For example, legal, medical, or security reasons may make it impossible or impractical to seek consent. When information is being collected for the detection and prevention of fraud or for law enforcement, seeking the consent of the individual might defeat the purpose of collecting the information. Seeking consent may be impossible or inappropriate when the individual is a minor, seriously ill, or mentally incapacitated. In addition, if Columbia College does not have a direct relationship with the individual, it may not be able to seek consent.

- Consent is required for the collection of personal information and the subsequent use or disclosure of this information. Typically, Columbia College will seek consent for the use or disclosure of the information at the time of collection. In certain circumstances, consent with respect to use or disclosure may be sought after the information has been collected but before use (for example, when Columbia College wants to use information for a purpose not previously determined or identified).
- Columbia College will make a reasonable effort to ensure that the individual is advised of the purposes for which the information will be used. To make the consent meaningful, the purposes must be stated in such a manner that the individual can reasonably understand how the information will be used or disclosed.
- Columbia College will not, as a condition of the supply of a product or service, require an individual to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes.
- The form of the consent sought by Columbia College may vary, depending upon the circumstances and the type of information. In determining the form of consent to use, Columbia College will take into account the sensitivity of the information.
- In obtaining consent, the reasonable expectations of the individual will also be considered.
- The way in which Columbia College seeks consent may vary, depending on the circumstances and the type of information collected. Columbia College will generally seek express consent when the information is likely to be considered sensitive (e.g. genetic testing). Implied consent would generally be appropriate when the information is less sensitive. An authorized representative (such as a legal guardian or a person having power of attorney) can also give consent.

- Individuals can give consent in many ways. For example:
 - a) An admission form may be used to seek consent, collect information, and inform the individual of the use that will be made of the information. By completing and signing the form, the individual is giving consent to the collection and the specified uses;
 - b) A check-off box may be used to allow individuals to request that their names and addresses not be given to other organizations. Individuals who do not check the box are assumed to consent to the transfer of this information to third parties;
 - c) Consent may be given orally when information is collected over the telephone, or
 - d) Consent may be given at the time that individuals use a service offered by Columbia College.
- An individual may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. Columbia College will inform the individual of the implications of such withdrawal.

Limiting Collection of Personal Information

The collection of personal information will be limited to that which is necessary for the purposes identified by Columbia College. Information will be collected by fair and lawful means.

- Columbia College will not collect personal information indiscriminately. Both the amount and the type of information collected will be limited to that which is necessary to fulfill the purposes identified.
- The requirement that personal information be collected by fair and lawful means is intended to prevent Columbia College from collecting information by misleading or deceiving individuals about the purpose for which information is being collected. This requirement implies that consent with respect to collection must not be obtained through deception.

Limiting Use, Disclosure and Retention of Personal Information

Personal information will not be 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 will be retained only as long as necessary for the fulfillment of those purposes.

- If using personal information for a new purpose, Columbia College will document this purpose.
- Columbia College will develop guidelines and implement procedures with respect to the retention of personal information. These guidelines will include minimum and maximum retention periods. Personal information that has been used to make a decision about an individual will be retained long enough to allow the individual access to the information after the decision has been made. Columbia College is subject to legislative requirements with respect to retention periods.
- Personal information that is longer required to fulfill the identified purposes will be destroyed, erased, or made anonymous. Columbia College will develop guidelines and implement procedures to govern the destruction of personal information.

Ensuring Accuracy of Personal Information

Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

- The extent to which personal information will be accurate, complete, and up-to-date will depend upon the use of the information, taking into account the interests of the individual. Information will be sufficiently accurate, complete, and up-to-date to minimize the possibility that inappropriate information may be used to make a decision about the individual.
- Columbia College will not routinely update personal information, unless such a process is necessary to fulfill the purposes for which the information was collected.
- Personal information that is used on an ongoing basis, including information that is disclosed to third parties, will generally be accurate and up-to-date, unless limits to the requirement for accuracy are clearly set out.

Ensuring Safeguards for Personal Information

- Security safeguards appropriate to the sensitivity of the information will protect personal information.
- The security safeguards will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Columbia College will protect personal information regardless of the format in which it is held.
- The nature of the safeguards will vary depending on the sensitivity of the information that has been collected, the amount, distribution, and format of the information, and the method of storage. A higher level of protection will safeguard more sensitive information, such as medical and health records.
- The methods of protection will include:
 - a) Physical measures, for example, locked filing cabinets and restricted access to offices;
 - b) Organizational measures, for example, limiting access on a “need-to-know” basis, and
 - c) Technological measures, for example, the use of passwords, encryption, regularly scheduled backups, and audits.
- Columbia College will make its employees aware of the importance of maintaining the confidentiality of personal information. As a condition of employment, all new employees/agents (e.g. employee, consultant, vendor, or contractor) must sign the Columbia College Confidentiality Agreement.
- Care will be used in the disposal or destruction of personal information, to prevent unauthorized parties from gaining access to the information.

Openness About Personal Information Policies and Practices

Columbia College will make readily available to individuals specific information about its policies and practices relating to the management of personal information.

- Columbia College will be open about its policies and practices with respect to the management of personal information. Individuals will be able to acquire information about its policies and practices without unreasonable effort. This information will be made available in a form that is generally understandable.
- The information made available will include:
 - a) The name or title, and the address, of the Corporate Privacy Officer, who is accountable for Columbia College's privacy policies and practices, and to whom complaints or inquiries can be forwarded;
 - b) The means of gaining access to personal information held by Columbia College;
 - c) A description of the type of personal information held by Columbia College, including a general account of its use;
 - d) A copy of any brochures or other information that explains Columbia College's policies, standards, or codes, and
 - e) What personal information is made available to related organizations.
- Columbia College may make information on its policies and practices available in a variety of ways. For example, Columbia College may choose to make brochures available in its place of business, mail information to its clients, post signs, provide online access, or establish a toll-free telephone number.

Individual Access to Your Own Personal Information

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

Note: In certain situations, Columbia College may not be able to provide access to all the personal information it holds about an individual. Exceptions to the access requirement will be limited and specific. The reasons for denying access will be provided to the individual upon request. Exceptions may include information that is prohibitively costly to provide, information that contains references to other individuals, information that cannot be disclosed for legal, security, or commercial proprietary reasons, and information that is subject to solicitor-client or litigation privilege.

- Upon request, Columbia College will inform an individual whether or not it holds personal information about the individual. Columbia College will seek to indicate the source of this information and will allow the individual access to this information. In addition, Columbia College will provide an account of the use that has been made or is being made of this information and an account of the third parties to which it has been disclosed.
- An individual will be required to provide sufficient information to permit Columbia College to provide an account of the existence, use, and disclosure of personal information. The information provided will only be used for this purpose.

- In providing an account of third parties to which it has disclosed personal information about an individual, Columbia College will attempt to be as specific as possible. When it is not possible to provide a list of the organizations to which it has actually disclosed information about an individual, Columbia College will provide a list of the organizations to which it may have disclosed information about the individual.
- Columbia College will respond to an individual's request within a reasonable time and at reasonable or no cost to the individual. The requested information will be provided or made available in a form that is generally understandable. For example, if Columbia College uses abbreviations or codes to record information, an explanation will be provided.
- When an individual successfully demonstrates the inaccuracy or incompleteness of personal information, Columbia College will amend the information as required. Depending upon the nature of the information challenged, amendment involves the correction, deletion, or addition of information. Where appropriate, the amended information will be transmitted to third parties having access to the information in question.
- When a challenge is not resolved to the satisfaction of the individual, Columbia College will record the substance of the unresolved challenge. When appropriate, the existence of the unresolved challenge will be transmitted to third parties having access to the information in question.

Challenging Compliance with Columbia College's Privacy Policies and Practices

An individual will be able to address a challenge concerning compliance with this policy to the Corporate Privacy Officer.

Columbia College will put procedures in place to receive and respond to complaints or inquiries about its policies and practices relating to the handling of personal information. The complaint procedures will be easily accessible and simple to use.

Columbia College will inform individuals who make inquiries or lodge complaints of the existence of relevant complaint procedures.

Columbia College will investigate all complaints. If a complaint is found to be justified, Columbia College will take appropriate measures, including, if necessary, amending its policies and practices.