

WVFHC Confidentiality and Privacy of Information Policy January 2017

West Vancouver Field Hockey Club highly values the privacy of its members and their personal information. Personal information is any information that can be used to distinguish, identify or contact a specific individual. WVFHC observes the following practices when collecting, maintaining and using personal information:

How does WVFHC collect and store data?

- WVFHC collects data from members who sign up for programs and events that are run by the club. When individuals register for a club program, their information is collected and stored on the WVFHC database. This may include personal data including contact information, date of birth, care card number and emergency details. We do not store payment information on our database or website. At any time, you may log into your account on wvfhc.com and review the data that you have provided us.
- Personal information may occasionally be printed and/or received in hard form. For example, player lists are printed and given to club coaches for attendance at programs. When this happens, information is carefully distributed and stored by only those individuals requiring the data to run programs
- WVFHC also receives personal information about staff and volunteers in the form of Criminal Record Checks (CRC). Completed CRC forms will be securely stored and accessed by the Risk Manager. CRC forms will be destroyed when they expire or if individuals cease to require one by the WVFHC.

Who can access my personal information?

- WVFHC staff and key volunteers are able to access player information on the database as it is necessary to run the club. Individuals might include Board members, staff (General Manager, Technical Director, Administrator and Bookkeeper), Age Group Coordinators, Coaches and Managers.
- Care is taken to ensure that each individual only has access to the data that is required for the successful execution of their job. For example, coaches and managers can only access information about players on their team.
- At the end of programs, staff and volunteers no longer requiring access to the database will have their access removed where possible.
- All staff and volunteers in roles that require access to personal information are required to sign and acknowledge the WVFHC Privacy of Information policy and guidelines.
- Failure to comply with WVFHC Privacy of Information Policy and guidelines may result in the termination of an individual's role with WVFHC

How does WVFHC use my personal information?

WVFHC uses members' personal information in the following ways that are necessary for the successful operation of the club:

- ✓ Planning field hockey programs and events
- ✓ Creating teams and assigning players
- ✓ Tracking player attendance
- ✓ Answering membership enquiries and issue resolution
- ✓ Sending communication about the club
- ✓ Managing club resources – eg. ordering uniforms, equipment etc

How does WVFHC use personal data in marketing and communications?

- By registering for WVFHC programs and becoming a WVFHC, you allow WVFHC to communicate with you on club matters. This is primarily through the use of your email address. At any time, you may request that we do not contact you with club communication and we will remove you from our distribution list.
- When you register for a program you are asked to provide up to two emails as a main point of contact. WVFHC will only communicate to you using these two emails. Should you wish to change which emails are listed, you may access your account and change it. We are unable to provide player information to individuals whose email address are not listed as one of these two emails.
- As part of the registration process, members are asked to give or refuse consent for photos to be taken and used by WVFHC in promotional materials. We keep a list of individuals who have not given their consent and cross-reference it when posting or using images.
- Wherever possible, WVFHC obtains permission to use an image when there is anyone identifiable in it. If the player is under 18 years, permission must be granted by a parent or legal guardian. "Identifiable" usually means that the person's face is visible. If players are not readily identifiable because they are in a large group, only their backs are showing, they are far away, or are covered (such as a goalie), then it may be acceptable to share the photo.

Does WVFHC share personal information?

- In order to play in leagues and programs, players must pay an annual Field Hockey BC Association fee which we forward on our members' behalf. To this end, WVFHC sends player data to enable FHBC fees to be paid and for our players to be covered by insurance. WVFHC may also provide information about our membership for the purposes of field bookings and program planning (eg. to North Vancouver Recreation Commission for booking fields in North Vancouver).
- WVFHC does not share or send personal information about any of our members to any external suppliers or third parties. We also prohibit the use of membership information to solicit interest in external organisations, products or services.

- Any communication associated with a third party (eg. a sponsor or supplier) will be distributed directly by WVFHC
- If enquiries are made to WVFHC about a specific member, we will first contact and obtain consent from the member before sharing personal information. If the member is under 18 years, permission must be granted by a parent or legal guardian
- ***If you are contacted by third parties or individuals who state that they are affiliated or associated with WVFHC please let us know at emma@wvfhc.com***

Who can I contact if I have any concerns?

- Please contact Emma Gibbons, General Manager at emma@wvfhc.com