

ONTARIO TENNIS ASSOCIATION CONFIDENTIALITY AND PRIVACY POLICY

The Ontario Tennis Association (OTA), respect and protect your privacy. This means that:

- We will not sell, exchange, loan or make available to other organizations any personal information that you have provided to us
- We keep all personal information confidential and we will have safeguards to protect that information whether in print, electronic or other form
- We will make available to you upon request, your personal information that we have on file and we will correct, amend or delete information at your request

Personal Information

Personal information is the information that relates to you as an individual. Personal information may be collected from prospective members, members, athletes, participants, coaches, officials, managers, fans and volunteers (collectively "Individuals") and used by the OTA for purposes that include, but are not limited to, the following:

- a. Registration at programs, activities and events; travel administration and purchasing equipment, coaching manuals and other products.
- b. Receiving communications from the OTA in regards to fundraising, programs, events, and activities.
- c. Determining eligibility, age group and appropriate level of play/competition.
- d. Award nominations, biographies, published articles and media relations.
- e. Outfitting uniforms and various components of athlete and team selection.
- f. Data to determine level of certification, coaching qualifications and coach selection.
- g. Credit card information for purchasing equipment and for registration at leagues and tournaments and other events.
- h. Technical monitoring, coach/club review, officials training, education, sport promotion, media publications and posting on OTA's website, displays or posters.
- i. OTA's payroll, honorariums, Association insurance and health plan.
- j. Implementing OTA's volunteer screening program.
- k. Emergency contacts, medical history for use in the case of classification, medical emergency or reports relating to medical or emergency issues and managing insurance claims.
- l. Determining membership demographic structure, and program wants and needs.
- m. Communicating discipline results and long term suspensions.

We will only request information from you that relates directly to the resources or services we are providing to you and we will keep that information active only as long as the uses for which it has been collected are relevant to your needs. If a purpose has not been identified herein, the OTA will seek consent from individuals when personal

information is used for a purpose not already consented to. This consent will be documented as to when and how it was received.

Consent

We must obtain the consent of anyone whose name may be retained in our records to receive information. If a client or other person sends in a coupon or form requesting our services, we accept that as implied consent. If we need information beyond that which you have indicated (in conducting a survey for instance), we will request your explicit consent either verbally or in writing. You can withdraw your consent at any time. If you withdraw your consent, we will remove your name and personal information within seven (7) working days.

Employee Commitment

Our employees are committed to respecting the personal information we hold in our files. Our employees have been trained in the proper and respectful use of personal information.

Third Party Commitment

From time to time, we may send information to third parties such as printers and mailers. As part of our contractual arrangements with these companies, we require them to respect our privacy policy and to utilize the information only for the purposes we specify and in accordance with our policy.

Limitations on Use

We will not use your personal information for any purposes other than those outlined above unless we have asked your permission and have received your consent. We will remove or destroy personal information when it is no longer relevant for the uses for which it was gathered. We will delete your name from our mailing lists following the receipt of your request by letter, fax, email or phone.

Retention of Personal Information

We will not retain personal information indefinitely (refer to retention schedule below). Files are then destroyed or deleted, except for those on electronic and financial records which, in accordance with the law, must be retained for seven years. Archived information is not accessible for operational or marketing purposes.

Personal information will be retained for certain periods of time in accordance with the following:

- a. Personal information including address, telephone number, fax number will be retained for a period of three years after an individual has left the OTA in the event that individual chooses to return to the OTA;
- b. Personal health information will be immediately destroyed in the event that the individual chooses to leave the OTA;

- c. Coaching information will be retained for a period of seven years after an individual has left the OTA in the event that individual chooses to return to OTA and to communicate programs and conference dates;
- d. Athlete information including name, hometown, school, height, weight, date of birth, uniform number, statistics and performance results will be retained indefinitely for media relations, fan information and historical purposes.
- e. Qualifications and certifications of coaches will be retained for a period of seven years after a coach has left the OTA in the event that the individual requires confirmation of qualification and certifications.
- f. Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Agency requirements;
- g. Marketing information will be immediately destroyed upon compilation and analysis of collected information.
- h. E-mail addresses will be retained for a period of seven years in order to communicate with fans, athletes and members.
- i. Credit Card information will be destroyed immediately upon completion of a financial transaction.
- j. Discipline and Incident Reports will be retained indefinitely for precedents.
- k. As otherwise may be stipulated in federal or provincial legislation.

Security

All information held by us is subject to strict internal security to prevent unauthorized access and improper usage. Electronic records are subject to limited access by authorized personnel who must use passwords and other security measures. Print records containing personal information are subject to physical protection such as locked rooms or cabinets, accessible only to authorized personnel.

Website

When you visit our website, we take steps to respect and protect your privacy. We automatically collect generic, non-personal information about visits to our website. We do not collect personal information such as names, ages, phone numbers, addresses or email addresses from visitors to our website. We do collect selected visitor information such as IP addresses, return visits from past guests, referring pages, pages visited and time spent on the website. This non-personally identifiable information is collected in order to obtain statistical analysis of website traffic patterns, administer our website and servers, allow for auditing of our services by third parties and improve our services. We collect data in aggregate form and data is not recorded or stored about individual visitors.

We do use cookies to serve you better. We do not use cookies to retrieve personal data from your hard drive or to obtain your email address or other personal information. A cookie is information about how and when you use a site and it is created at the time you visit a site. Rather than retain this data, the Association's cookie is a small text file sent to your computer hard drive to record your preference information on your own computer. Most of our cookies are "session cookies" used only for the time you stay on the website each visit. We do have some "persistent cookies" to identify previous visits so that you may be directed to that part of our website that you are most interested in.

“Persistent cookies” stay on your computer between visits to the site. If you do not wish to accept cookies, you may choose not to by setting your browser options to inform you when cookies are being sent or to deny cookies altogether. Please note, however, that by not accepting cookies, you may limit the functionality that we can provide to you when you visit our site.

Access to Information

You have a right to know what information we are holding about you and to ensure that it is accurate. On request, we will arrange to supply you with a printout of our files relating to your information. If you wish to verify your information, please write to:

Privacy Officer
Ontario Tennis Association
1 Shoreham Drive, Suite 200
Toronto, ON M3N 3A7
416 514-1100
privacy@tennisontario.com

If you find errors or omissions, we will be pleased to make corrections.

Contact Us

If you have questions or comments about our policy or about the personal information we have about you, you may contact us and we will do our best to answer your questions. Our Privacy Office can be reached at the above address.

If, having shared your concerns with us, you are still not satisfied you may file a complaint with the Privacy Commissioner of Canada by telephone (1-800-282-1376) or write to 112 Kent Street, Ottawa, Ontario, K1A 1H3.