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POLICY STATEMENT

The purpose of this policy is to govern the collection, use and disclosure of personal information in the course of business in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of the Association to collect, use or disclose personal information.

1. The Association will take all reasonable steps to maintain the confidentiality of all confidential Association and personal information.
2. The Association will respect and protect the privacy of personal information by complying with the 10 privacy principles required by the Personal Information Protection and Electronic Documents Act (PIPEDA), as follows (refer to Attachment A):
 - a. Accountability.
 - b. Identifying purpose.
 - c. Consent.
 - d. Limiting collection.
 - e. Limiting use, disclosure and retention.
 - f. Accuracy.
 - g. Safeguards.
 - h. Openness.
 - i. Individual access.
 - j. Challenging compliance.
3. The Association will maintain a privacy policy for distribution to members, clients and other interested parties, and will post this policy on its website. The policy will include references to:
 - a. Restrictions placed on that disclosure.
 - b. Time limits for holding personal information collected and the commitment to destroying unneeded information.
 - c. The process by which individuals may access their personal information.
4. The Association's current policy is under Attachment B



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5. The Association will maintain high standards of physical and electronic security wherever personal information is being handled.
6. The Association's Privacy Officer can be reached at:
Privacy Officer
Ontario Tennis Association
1 Shoreham Drive, Suite 200
Toronto, ON M3N 3A7
416 514-1100
privacy@tennisontario.com

All requests for access to personal information and all contact with the Privacy Commissioner of Canada will go through the Privacy Officer.

7. Employees have a right to understand, access and correct their personal information. Employee personal information collected, used or disclosed will be subject to the same care and conditions as outlined for other personal information.

PURPOSE

1. This Statement of Policy and Procedure outlines the Association's compliance with privacy legislation, principles and practice.

SCOPE

1. This policy applies to all Association employees, Directors and volunteers.
2. Compliance with the principles outlined in this policy shall be treated as essential for contract compliance with suppliers, consultants and other contracted organizations.



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RESPONSIBILITY

1. It is the responsibility of every employee to ensure that privacy of personal information is protected and respected.
2. It is the responsibility of the Privacy Officer to:
 - a. Develop and maintain both internal and external privacy policies.
 - b. Ensure that systems and processes are in place to support the policies.
 - c. Act as an expert resource on privacy within the Association.
 - d. Act as a point of contact on privacy issues.

DEFINITIONS

1. “**PIPEDA**” is the Personal Information Protection and Electronics Document Act, the Canadian law governing the commercial collection, use and disclosure of personal information.
2. “**Personal information**” refers to all information related to a unique individual including name and contact information, identification numbers or codes, and sensitive personal information.
3. “**Cookies**” refers to log files planted in an individual’s computer hard drive to record and save personal information about the individual’s location and preferences for future use.
4. “**Privacy Commissioner of Canada**” refers to the individual who has been identified by the federal government to inform and enforce PIPEDA.
5. “**The Association**” refers to The Ontario Tennis Association (OTA), its employees, Directors and volunteers.

REFERENCE POLICIES

HR14 – Privacy Officer Roles and Responsibilities



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PROCEDURE DEVELOPMENT

1. The Association will protect and respect confidential and personal information by:
 - a. Taking all reasonable steps to secure and protect the information, as follows:
 - i. Electronic records of personal information will be subject to limited access by authorized personnel in the performance of their duties.
 - ii. Printed records of personal information, when they are not under the control of authorized personnel, will be kept in a secure location.
 - b. Disclosing to individuals that personal information is being collected and directing them to the Privacy policy.
 - c. Destroying the information when it is no longer required. Personal information will be destroyed two years after it is no longer required.

2. Appointment of the Privacy Officer

The Board of Directors, upon the recommendation of the President, will appoint a Privacy Officer, whose name and contact information will be publicly available as the point of contact for all inquiries or issues related to privacy of personal information.

3. Detailed Guidelines

- a. Personal information may be collected without knowledge or consent only in the following circumstances:
 - i. In the event of an emergency that threatens the life, health or security of an individual.
 - ii. If there are reasonable grounds to believe that the information could be useful to investigate the contravention of a law.
 - iii. The collection is in the interest of the individual and consent cannot be obtained in a timely way.
 - iv. The collection of the information with the individual's knowledge or consent would compromise the availability or accuracy of the information and the collection is required to investigate the contravention of a law.
 - v. The information is publicly available.
- b. Personal information may be disclosed without knowledge or consent only in the following circumstances:



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- i. In the event of an emergency that threatens the life, health or security of an individual.
 - ii. To a lawyer representing the Association.
 - iii. To collect a debt owed to the Association by the individual.
 - iv. To a government institution that has indicated disclosure is required on a matter relating to national security or the conduct of international affairs.
 - v. The information is publicly available.
 - vi. If required by law.
 - vii. For other circumstances listed in subsection 7(3) of PIPEDA.
- c. Requests from an individual to provide information about their personal information being collected, used or disclosed by the Association will be answered within 30 days. No fee will be charged for this service.
- d. If an individual withdraws consent for the use of personal information, the Privacy Officer will take all necessary steps to cease the Association's use of the information within 30 days.

ATTACHMENTS

- Attachment A – Ten Principles for the Protection of Personal Information
- Attachment B – Privacy Policy - Internet posting



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**Attachment A –
Ten Principles for the Protection of Personal Information**

These 10 principles are summarized from a Model Code for the Protection of Personal Information in the National Standard of Canada, based on Schedule I of the PIPEDA legislation. More explicit information can be obtained by referring directly to the Schedule.

Principle 1 – Accountability

An organization is responsible for personal information under its control and shall designate an individual accountable for the organization’s compliance, whose identity should be made known upon request. The individual bears accountability for compliance regardless of who may perform related day-to-day processes. The organization is responsible for information transferred to a third party for processing and should take steps to provide a comparable level of protection of the information from that third party.

Principle 2 – Identifying Purposes

The purposes for which an organization is collecting personal information should be documented at or before the time of collection. These purposes should be specified to the individual at or before the time of collection, either verbally or in writing. Care should be taken not to collect information that isn’t strictly needed. Should a new purpose arise after this, the consent of the individual is again required before it can be used, unless the use is required by law.

Principle 3 – Consent

The knowledge and consent of the individual are required for the collection, use or disclosure of personal information, except where that is inappropriate. In certain circumstances, such as when medical, legal or security reasons make it impossible, personal information can be collected, used or disclosed without the knowledge or consent of the individual. An organization should not, as a condition of sale of a product or service, require consent for other uses of the information beyond that required to provide the product or service. In obtaining consent, the reasonable expectations of the individual are also relevant, as for example, an individual should reasonably expect a magazine to contact them for subscription renewals. Consent should not be obtained through any form of deception. An individual may withdraw



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their consent at any time subject to legal or contractual restrictions and reasonable notice.

Principle 4 – Limiting Collection

The collection of personal information should be limited to that which is necessary for the purposes identified by the organization. Information should not be collected indiscriminately. Information should not be collected illegally.

Principle 5 – Limiting Use, Disclosure and Retention

Personal information should 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 should be retained only as long as necessary for the fulfilment of those purposes. Organizations should develop documented guidelines for the retention periods for personal information. After the retention period is up, personal information no longer required should be destroyed, erased or made anonymous.

Principle 6 – Accuracy

Personal information should be as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. Unless it is required for the original purpose, an organization should not routinely update personal information.

Principle 7 – Safeguards

Personal information should be protected by security safeguards appropriate to the sensitivity of the information. Safeguards against loss, theft, and unauthorized access, copying, use or modification should all be addressed, including physical measures (eg locks, restricted access areas), organizational measures (e.g., security clearances, authorization processes) and technological measures (e.g., passwords, encryption). The nature of the safeguards should vary with the level of sensitivity of the information. Employees should be made aware of the importance of maintaining confidentiality of personal information. Care should be used in the disposal or destruction of personal information.

Principle 8 – Openness

An organization should provide to individuals its policies and practices relating to the personal information. This includes the name or title and address of the organization's Privacy Officer, how to gain access to personal information held by the organization, a description of the type of information held and details of what information is made available to related organizations



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and why.

Principle 9 – Individual Access

Upon request, an individual should be informed of the existence, use and disclosure of his or her personal information and be given access to it, within a reasonable time frame and at limited or no cost to the individual. An individual should be able to challenge the accuracy and completeness of the information and have it amended. Under certain limited circumstances

(cost, references to others' personal information, legal, security, competitive proprietary, subject to litigation or client privilege) an organization may not be able to provide the information, but these situations should be limited and specific. An organization holding sensitive medical information may choose to make it available through a medical practitioner. It is fair for an organization to require specific personal information to validate a person's identity before disclosing. Organizations should be able to provide a list of other organizations to which they have disclosed personal information.

Principle 10 – Challenging Compliance

An individual should be able to address a challenge concerning compliance with the above principles to the Privacy Officer of the organization. Principles and procedures related to this principle should be in place. Complaints should be documented, investigated and responded to within a reasonable period.



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**Attachment B
Privacy Policy – Internet Posting**

We, 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 background check program.



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- 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 form or other document 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



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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.



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- 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



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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 referencing their website at <https://www.priv.gc.ca/en/contact-the-opc/>.

APPROVALS

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| President | | Date: |
| on behalf of the Board of Directors | | |
| | | Date: |
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