

# **Manitoba Baseball Association**

## **PRIVACY POLICY**

### **Purpose of this Policy**

1. Privacy of personal information is governed by the *Personal Information Protection and Electronics Documents Act* (“PIPEDA”). This policy describes the way that Manitoba Baseball Association Inc. (MBA) collects, uses, retains, safeguards, discloses and disposes of personal information, and states MBA’s commitment to collecting, using and disclosing personal information responsibly. This policy is based on the standards required by PIPEDA, and MBA’s interpretation of these responsibilities.

### **Background**

2. MBA, is the governing body for the sport of baseball in Manitoba, and provides the following services and/or benefits to its members:
  - Insurance for its members, including liability and accident insurance
  - An umbrella organization that is recognized by the Provincial Government and the Canadian Federation of Amateur Baseball
  - Access to the development programs for players
  - Access to coaching clinics
  - Baseball resource material and other inventory
  - Annual awards that pay recognition to players, coaches, umpires, and volunteers as well as opportunities for recommendation for recognition in the Manitoba Baseball Hall of Fame and Museum and other Halls of Fame or achievement recognition institutions
  - Opportunities for grant money for Baseball projects
  - The opportunity to compete in a recognized provincial championship, with the possibility of advancing and competing at regional, national and international championships
  - The opportunity to host a provincial tournament, Western Canada or national Championship
  - Access to Athlete Assistance Grants
  - Travel assistance if representing Manitoba at an Inter-Provincial competition
  - Consistency throughout the province in the interpretation of the rules governing the game
  - Receiving copies of the MBA “Dugout” newsletter and any other pertinent information through written or electronic media
  - Participating in the Annual General Meetings and Semi-Annual Meetings of the MBA at which time members may voice their opinions, pass resolutions and provide direction to the sport of baseball in Manitoba
  - Elected Management Committee and professional staff to assist with the administration of the baseball programs at all levels and at all areas or regions

within the province as well as outside the province and providing a central contact point for all baseball organizations and the public

### **Personal Information**

3. Personal information is information about an identifiable individual. Personal information includes information that relates to their personal characteristics (e.g., gender, age, income, home address or phone number, ethnic background, family status), their health (e.g., health history, health conditions, health services received by them) or their activities and views (e.g., religion, politics, opinions expressed by an individual, an opinion or evaluation of an individual). Personal information, however, does not include business information (e.g., an individual's business address and telephone number), which is not protected by privacy legislation.

### **Accountability**

4. The Executive Director is the Privacy Officer and is responsible for monitoring information collection and data security, and ensuring that all staff receive appropriate training on privacy issues and their responsibilities. The Privacy Officer also handles personal information access requests and complaints. The Privacy Officer may be contacted at the following address: 200 Main Street, Winnipeg, Manitoba, R3C 4M2

### **Purpose**

5. Personal information will only be collected by MBA to meet and maintain the highest standard of organizing and programming the sport of baseball. MBA collects personal information from prospective members, members, coaches, umpires, participants, managers and volunteers for purposes that include, but are not limited to, the following:
  - a) Name, address, phone number, cell phone number, fax number and e-mail address for the purpose of communicating about and participating in MBA's programs, events and activities
  - b) NCCP number, education, resumes and experience for database entry at the Coaching Association of Canada to determine level of certification and coaching qualifications
  - c) Credit card information for registration at conferences, travel administration, and purchasing equipment, coaching manuals and other products and resources
  - d) Date of birth, athlete biography, and member club to determine eligibility, age group and appropriate level of play and for participation at all levels of competition
  - e) Banking information, social insurance number, criminal records check, resume, and beneficiaries for MBA's payroll, company insurance and health plan
  - f) Criminal records check and related personal reference information for the purpose of implementing MBA's volunteer screening program
  - g) Personal health information including provincial health card numbers, allergies, emergency contact(s) and past medical history for use in the case of medical emergency
  - h) Athlete information including height, weight, uniform size, shoe size, feedback from coaches and trainers, performance results for athlete registration forms, outfitting uniforms, media relations and various components of athlete and team selection
  - i) Athlete whereabouts information including sport/discipline, training times and venues, training camp dates and locations, travel plans, competition schedule and disability, if applicable, for Canadian Centre for Ethics in Sport inquiries for the purposes of out-of-competition drug testing
  - j) Body weight, mass and body fat index to monitor physical response to training and to maintain an appropriate weight for competition

- k) Marketing information including attitudinal and demographic data on individual members to determine membership demographic structure and program wants and needs
  - l) Passport numbers and Aeroplan/frequent flyer numbers for the purposes of arranging travel
  - m) Name, address, phone number, cell phone number, fax number and e-mail address for the purpose of providing insurance coverage, managing insurance claims and conducting insurance investigations
6. If a purpose has not been identified herein, MBA 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**

7. Consent is required to be obtained by lawful means from individuals at the time of collection, prior to the use or disclosure of the personal information. If the consent to the collection, use or disclosure was not obtained upon receipt of the information, consent will be obtained prior to the use or disclosure of that information. MBA may collect personal information without consent where reasonable to do so and where permitted by law.
8. By providing personal information to MBA, individuals are consenting to the use of the information for the purposes identified in this policy.
9. MBA will not, as a condition of a product or service, require an individual to consent to the collection, use or disclosure of information beyond that required to fulfill the specified purpose.
10. An individual may withdraw consent to the collection, use or disclosure of personal information at any time, subject to legal or contractual restrictions, provided the individual gives one week's notice of such withdrawal to MBA. The Privacy Officer will advise the individual of the implications of such withdrawal.

### **Limiting Collection**

11. All personal information will be collected fairly, by lawful means and for the purposes as specified in this policy. MBA will not use any form of deception to obtain personal information.

### **Limiting Use, Disclosure and Retention**

12. Personal information will not be used or disclosed by MBA for purposes other than those for which it was collected as described herein, except with the consent of the individual or as required by law.
13. Personal information will be retained for certain periods of time in accordance with the following:
- a) Registration data and athlete information will be retained for a period of three years after an individual has left all programs of MBA;
  - b) Parental/family information will be retained for a period of three years after an individual has left all programs of MBA;
  - c) Information collected by coaches will be retained for a period of three years after an individual has left all programs of MBA;
  - d) Employee information will be retained for a period of seven years in accordance with Canada Revenue Agency requirements;

- e) Personal health information will be immediately destroyed when an individual chooses to leave all programs of MBA;
  - f) Marketing information will be immediately destroyed upon compilation and analysis of collected information; and
  - g) As may otherwise be stipulated in federal or provincial legislation.
14. Personal information that is used to make a decision about an individual will be maintained for a minimum of one year following such decision to allow the individual access to the information.
15. MBA may disclose personal information to a government authority that has asserted its lawful authority to obtain the information or where MBA has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court or otherwise as permitted by applicable law.
16. Documents will be destroyed by way of shredding and electronic files will be deleted in their entirety. When hardware is discarded, MBA will ensure that the hard drive is physically destroyed.

### **Accuracy**

17. MBA will use accurate and up-to-date information as is necessary for the purposes for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about an individual.

### **Safeguards**

18. Personal information is protected by security safeguards appropriate to the sensitivity of the information against loss or theft, unauthorized access, disclosure, copying, use or modification.
19. Methods of protection and safeguards include, but are not limited to, locked filing cabinets, restricted access to offices, security clearances, need-to-know access and technological measures including the use of passwords, encryption and firewalls.
20. The following steps will be taken to ensure security:
- a) Paper information is either under supervision or secured in a locked or restricted area;
  - b) Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers;
  - c) Paper information is transmitted through sealed, addressed envelopes or in boxes by reputable courier/delivery companies;
  - d) Electronic information is transmitted either through a direct line or is encrypted;
  - e) Staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with this policy; and
  - f) External consultants and agencies with access to personal information will provide MBA with appropriate privacy assurances.

## **Openness**

21. MBA will publicize information about its policies and practices relating to the management of personal information. This information is available through this policy, on MBA's web site or upon request by contacting the Privacy Officer.
22. The information available to the public includes:
  - a) The name or title, address and telephone number of MBA's Privacy Officer;
  - b) The forms that may be used to access personal information or change information; and
  - c) A description of the type of personal information held by MBA, including a general statement of its approved uses.

## **Individual Access**

23. Upon written request, and with assistance from MBA, an individual may be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. As well, an individual is entitled to be informed of the source of the personal information along with an account of third parties to whom the information has been disclosed. Provided however, that this right does not apply to the provision of personal information by the individual or his or her parent or guardian to participate in any way in any of the baseball programs operated under the umbrella of the MBA organization, the Canadian Federation of Amateur Baseball or the International Federation of Amateur Baseball.
24. Where it is appropriate to request his or her personal information, such requested information will be disclosed to the individual within 30 days of receipt of the written request at no cost to the individual, or at nominal cost relating to photocopying expenses, unless there are reasonable grounds to extend the time limit, which can then be done in the sole discretion of the MBA.
25. If personal information is inaccurate or incomplete, it will be amended as required.
26. An individual may be denied access to his or her personal information if:
  - a) This information is prohibitively costly to provide;
  - b) The information contains references to other individuals;
  - c) The information cannot be disclosed for legal, security or commercial proprietary purposes;  
or
  - d) The information is subject to solicitor-client or litigation privilege.
27. Upon refusal, MBA will inform the individual the reasons for the refusal and the associated provisions of PIPEDA.

## **Challenging Compliance**

28. An individual may challenge MBA's compliance with this policy and PIPEDA, by submitting a challenge in writing.
29. Upon receipt of a written complaint, MBA will:
  - a) Record the date the complaint is received;

- b) Notify the Privacy Officer who will serve in a neutral, unbiased capacity to resolve the complaint;
- c) Acknowledge receipt of the complaint in writing and clarify the nature of the complaint within three days of receipt of the complaint;
- d) Appoint an investigator using MBA personnel or an independent investigator, who will have the skills necessary to conduct a fair and impartial investigation and who will have unfettered access to all files and personnel within ten days of receipt of the complaint;
- e) Upon completion of the investigation and within 25 days of receipt of the complaint, the investigator will submit a written report to MBA; and
- f) Notify the complainant of the outcome of the investigation and any steps taken to rectify the complaint, including any amendments to policies and procedures, within 30 days of receipt of the complaint.

### **Administrative Costs**

- 30. The MBA may establish a schedule of fees to cover its administration costs that must be paid by any person requesting access to personal information pursuant to paragraph 23 herein or challenging compliance pursuant to paragraph 28 herein as a prerequisite to MBA's response to any such request or challenge.

### **Appeal**

- 31. An individual may appeal a decision made by MBA under this Policy, in accordance with MBA's Appeal Policy.

APPROVED BY RESOLUTION OF THE MANAGEMENT COMMITTEE OF THE MBA this 26th day of April, 2005

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President

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Vice-President Policy

Reviewed by Executive Committee – November, 2007 – no amendments or additions.