

Policy on Privacy

Purpose

Calgary Outlink is a community based 2SLGBTQIA+ charitable organization that aims to provide support, education, outreach, and referrals for 2SLGBTQIA+ and allied communities in Calgary, Alberta. The purpose of this policy is to clarify how the information that Calgary Outlink collects will be used and how the privacy of that information will be maintained.

Persons Affected

The Calgary Outlink Staff, Volunteers, Board of Directors, Membership and Service Users. This Policy applies only to individuals and does not apply to information about corporations or other legal entities. While Calgary Outlink respects its obligations of confidence to other legal entities, only individuals have rights of privacy.

Policy Statement

1. Calgary Outlink is committed to maintaining the privacy of individuals and protecting personal information in its custody or control in accordance with privacy legislation applicable to Calgary Outlink.
2. This policy describes and summarizes the practices of Calgary Outlink with respect to the collection, use, and/or disclosure of personal information.

Responsibilities

1. It is the responsibility of Calgary Outlink to follow the obligations and practices under the Personal Information Protection Act (Alberta, "PIPA") and the Personal Information Protection and Electronic Documents Act (Canada, "PIPEDA"), as applicable.

Procedures

Why and How Calgary Outlink Collects, Uses, and Discloses Personal Information

1. Calgary Outlink generally collects, uses, and discloses personal information for the following purposes for the outlined individuals:
 - a. Employees: To establish, maintain, manage, and terminate an employment or contractor relationship, as described in more detail in the subsection herein entitled "Employees".
 - b. Members: Calgary Outlink is required by applicable laws and regulatory authorities to collect, use, and disclose certain information with respect to the membership. Calgary Outlink also collects, uses, and discloses personal information about the membership to establish, maintain, and terminate relationships with them, and to communicate with and interact with them.
 - c. Board Members including Executive Officers: Calgary Outlink is required by applicable laws and regulatory authorities to collect, use, and disclose certain information with respect to its Board of Directors. Calgary Outlink also collects, uses, and discloses personal information about its Board Members in order to manage its business and establish, maintain, and terminate its relationships with those individuals.
 - d. Volunteers: Calgary Outlink may be required by applicable laws and regulatory authorities to collect, use, and disclose certain information with respect to its Volunteers. Calgary Outlink collects, uses and discloses personal information

about its Volunteers to establish, maintain, and terminate relationships with them, and to communicate with and interact with them.

- e. Service Users: Calgary Outlink collects, uses, and discloses personal information about its Service Users for reasonable purposes in order to establish relationships, manage relationships, provide products and services, refer Service Users to other sources of assistance or relevance, and to manage the end or termination of relationships with Service Users.

Privacy and the Calgary Outlink Website

1. Calgary Outlink does not collect any personal information when an individual simply visits their website (www.calgaryoutlink.ca).
 - a. Please note:
 - i. Most web servers do independently collect information about visitors, such as the browser and version, operating system, and "IP" or internet address. This may identify an Internet Service Provider or computer but not the person using it.
 - ii. The Internet and email are inherently insecure media, and Calgary Outlink cannot take responsibility for the security or privacy of personal information in transit over the Internet.
 - iii. The Calgary Outlink website may contain links to other websites, which are provided as a convenience for visitors to our website only. Any third party websites will have their own privacy policies and practices, and Calgary Outlink cannot be responsible for such third parties or their websites.
2. Voluntary submission of personal information to Calgary Outlink by email or other online means, will be considered to be submitted with the individual's consent for purposes reasonably related to the individual having provided the information. If reasonable to do so, Calgary Outlink may provide an initial response and send further information to the individual submitting personal information by these means, but Calgary Outlink will also include instructions on how to terminate receiving further information.

Sources and Subjects of Personal Information

1. Calgary Outlink generally collects, uses, and discloses personal information about the following types of individuals:
 - a. Staff and Independent Contractors, (where such Contractors are individuals), of Calgary Outlink for the purposes of establishing, managing, and terminating employment and contractor relationships;
 - b. Members of Calgary Outlink, both current and prospective/potential;
 - c. Individuals who receive products or services from Calgary Outlink (collectively, "Service Users"), and this includes both current and prospective/potential Service Users;
 - d. Board Members including Executive Officers of Calgary Outlink, both current and prospective/potential;
 - e. Suppliers, (where such suppliers are individuals), to Calgary Outlink, both current and prospective/potential;
 - f. Volunteers, both current and prospective/potential; and
 - g. Other individuals who may voluntarily choose to provide Calgary Outlink with personal information.
2. Where practical, Calgary Outlink tries to collect personal information directly from the person to whom the information pertains. Where necessary, Calgary Outlink collects personal information from other sources.

3. When collecting personal information from other sources, or when using or disclosing the personal information collected, Calgary Outlink will, where legally required, first obtain the consent of the individual.

Notification and Consent

1. Subject to this policy and applicable legislation, Calgary Outlink will identify the purposes for collection, use, and disclosure in advance of collection, and will notify the individual of the purposes for collection, use, or disclosure at or before the time of collection. It is the practice of Calgary Outlink to obtain consent from individuals at or before the time their personal information is collected, unless applicable legislation provides otherwise.
2. It is the general practice of Calgary Outlink to not use or disclose personal information in its custody or control except with the consent of the individual and then only for identified purposes. However, individuals should be aware that there are exceptions to consent as described herein.
3. In certain circumstances, specifically those set out in applicable legislation, the law does not require that Calgary Outlink obtain consent or provide notification. Calgary Outlink reserves all its rights to rely on any available statutory exemptions and exceptions.

Exceptions to the Requirement for Consent

1. Calgary Outlink may collect, use, or disclose personal information without consent in circumstances that include but are not limited to the following:
 - a. Where a reasonable person would consider that the collection, use, or disclosure of the information is clearly in the interest of the individual and consent of the individual cannot be obtained in a timely way or the individual would not reasonably be expected to withhold consent;
 - b. Where the collection, use, or disclosure of the information is pursuant to a statute or regulation of either Alberta or Canada that authorizes or requires the collection, use, or disclosure;
 - c. Where the collection of the information is from a public body and that public body is authorized or required by an enactment of Albertan or Canadian legislation to disclose the personal information to Calgary Outlink, and, with respect to use or disclosure by Calgary Outlink, they are then authorized or required to use or disclose the personal information;
 - d. Where the collection, use, or disclosure of the information is reasonable for the purposes of an investigation or a legal proceeding;
 - e. Where the information is publicly available;
 - f. Where the collection, use, or disclosure of the information is necessary in order to collect a debt owed to Calgary Outlink or for Calgary Outlink to repay to an individual money owed by Calgary Outlink;
 - g. When personal employment deems consent to be unnecessary in circumstances outlined in "Employees" section below; and
 - h. In certain circumstances, where the information may be disclosed without consent, it may also be used without consent.
2. Calgary Outlink will, in all cases, collect, use, and disclose personal information as required by applicable legislation, which includes but is not limited to, the laws related to shareholders in corporations, and Directors and Officers of corporations. It is also the policy of Calgary Outlink to cooperate to the full extent permitted or required by law with law enforcement and governmental agencies requesting disclosure of personal information in the custody or control of Calgary Outlink.
3. In addition to the above, the law generally provides that an individual is deemed to consent to the collection, use, or disclosure of personal information about that individual for a particular purpose if the individual voluntarily provides the information for that purpose, and it is reasonable that a person would voluntarily provide that information. If

an individual provides personal information to Calgary Outlink voluntarily, they will rely on deemed consent and consider that the individual consents to the collection, use, or disclosure of their personal information, as necessary to carry out the purposes for which the information was provided.

- a. Where a new purpose for the use or disclosure of personal information previously collected arises, Calgary Outlink will contact the individual in question to obtain any required consent or to provide any required notification for use and/or disclosure for such new purpose or purposes.
4. Calgary Outlink may aggregate and anonymize personal information, in which case it will no longer be personal information. Calgary Outlink may use aggregate information for its own purposes, and may disclose it to third parties for those purposes without further notification or consent, as long as such aggregate information does not identify any individual.

Employees

1. Personal Employee Information
 - a. The law generally provides that Calgary Outlink can collect, use, and disclose an individual's personal employee information without consent if the individual is an Employee of Calgary Outlink or if it is for the purpose of recruiting a potential Employee, but only if:
 - i. The collection, use, or disclosure is reasonable for the purposes for which it is being collected, used, or disclosed;
 - ii. The information is related to the employment relationship with Calgary Outlink; and
 - iii. Calgary Outlink has, with current Employees, provided notification to the individual before collecting, using, or disclosing the information that Calgary Outlink is doing so and the purposes for doing so.
2. Information About Employees Other Than Personal Employee Information
 - a. There may be personal information about Calgary Outlink Staff that is not personal employee information, in which case consent may be required. Therefore, in cases where personal information about an Employee may be in addition to what Calgary Outlink reasonably believes to be personal employee information, it is necessary to obtain consent from the Employee in situations where there is any doubt as to whether or not consent is required. The provisions of this policy related to consent would apply where consent from an Employee is required.
3. References to Other Employers
 - a. Although the law may allow Calgary Outlink to do so without consent or notice, it is generally the practice of Calgary Outlink to require consent before discussing personal employee information with prospective employers or others where the Employee has used Calgary Outlink as a reference.
4. Notification to Employees
 - a. It is the practice of Calgary Outlink to provide reasonable notification to Employees of the activities of Calgary Outlink with respect to the collection, use, or disclosure of personal employee information and of the purposes for such collection, use, or disclosure.
 - b. In the event a new purpose for the use or disclosure of previously collected personal employee information arises or is identified, and those purposes are not the subject of a prior notification, Calgary Outlink will provide notification of such use or disclosure before commencing the new use or disclosure.
5. General Purposes for Collection, Use, and Disclosure of Personal Employee Information

- a. Following is a summary of personal employee information generally gathered and the purposes for doing so. This list is not exhaustive and other purposes may be identified and subject to specific notifications.
- i. Name and Business Contact Information: collected, used, and disclosed for business contact purposes;
 - ii. Home Address: required to provide T-4 slips during and following employment, required for payment by providers of benefits and insurance, used to send relevant materials while on leave or following employment, and used for emergency contact purposes;
 - iii. Emergency Contact Information (including home address, phone numbers, emergency contact person): used only in the event of an emergency to contact Staff and/or their family;
 - iv. Provincial Health Care Number: used for purposes of providing benefits, disclosed to provincial Health Care authorities to calculate premiums and make payments;
 - v. Social Insurance Number: required by Canada Revenue Agency for all statutory remittances and correspondence related to T-4 Information, termination notices, etc.;
 - vi. Date of Birth: disclosed to Canada Revenue Agency (as required), disclosed to insurance carriers to provide benefits (as some deductions are dependent on age), disclosed to financial institutions with respect to pension and RRSP plans;
 - vii. Marital Status and Dependents: required for providers of benefits and disclosed accordingly;
 - viii. Employment Commencement Date: used for internal managerial purposes, disclosed to providers of benefits if required;
 - ix. Bank Account Information: used to pay Employee salary, remuneration, and any allowable expenses;
 - x. Gender: required for providers of benefits and disclosed accordingly;
 - xi. Workers Compensation Forms/Documents: used for the purposes of the Workers Compensation Board;
 - xii. Income: used internally in setting future income levels; disclosed to insurance providers as necessary, provided to Canada Revenue Agency as required by legislation; and
 - xiii. Resume and Internal Employee-Specific Forms: retained on file during employment with Calgary Outlink and for three years following, used to determine past work experience (a possible factor in setting income levels).

Retention and Destruction of Personal Information

1. Alberta legislation allows Calgary Outlink, for legal or business purposes, to retain personal information for as long as is reasonable. Upon expiry of an appropriate retention period, bearing in mind reasonable legal and business requirements, personal information will either be destroyed in a secure manner or made anonymous.
2. Should consent be revoked by an individual, where consent is required, for collection, use, disclosure, or retention of personal information, legislation also allows Calgary Outlink to continue to retain the information for as long as is reasonable for legal or business purposes. In the event that revocation of consent may have consequences to the individual concerned, Calgary Outlink will advise the individual of the consequences of revoking their consent where it is reasonable in the circumstances to do so.

Accuracy and Completeness

1. Upon collection, use, or disclosure of personal employee information, Calgary Outlink will make reasonable efforts to ensure that it is accurate, up to date, and complete. This may involve requesting further information or updates from the individual in question. Employees are expected to advise Calgary Outlink of changes to their personal information so that their records may remain current.

Outsourcing and Data Hosting

1. Calgary Outlink may use third party Service Providers to process or deal with records, documents, data, and information on behalf of Calgary Outlink, and such records, documents, data, and information may include personal information. In order to protect the confidentiality and security of personal information processed on behalf of Calgary Outlink by its Service Providers, Calgary Outlink will use contractual and similar measures with such Service Providers, including contractual non-disclosure provisions.
2. Calgary Outlink may use cloud computing or other third party information technology Service Providers, and those Providers may be either inside or outside of Canada, and the data housed, hosted, and processed by such Providers may reside inside or outside of Canada, and may include personal information about individuals. Where consent or notification is legally required, it is our practice to notify individuals about such service providers outside of Canada, and such notification will include the way in which the individual may obtain access to written information about our policies and practices with respect to Service Providers outside of Canada and the name or title of a person who can answer any questions about the collection, use, disclosure, or storage of personal information by any Service Providers outside of Canada.

Security

1. Calgary Outlink recognizes their legal obligations to protect the personal information they have gathered about individuals. Calgary Outlink has therefore made arrangements to secure against unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction of personal information. These arrangements may include physical security measures, network security measures, and organizational measures such as non-disclosure agreements and need-to-know access.

Notification of Loss or Unauthorized Access or Disclosure

1. Where an incident occurs involving the loss of, or unauthorized access or disclosure to personal information, under Calgary Outlink's control, where a reasonable person would consider that there exists a real risk of significant harm to an individual as a result of the loss of or unauthorized access or disclosure, Calgary Outlink will, without unreasonable delay, provide notice to the Information and Privacy Commissioner for Alberta of the incident, including any information required by law at the time to be provided to the Commissioner.
2. While Alberta legislation provides that the Commissioner has the authority to require Calgary Outlink to notify individuals of the unauthorized access or disclosure, they may elect to immediately do so in the event that they consider it reasonable in the circumstances.

Requests for Access to Personal Information

1. Alberta legislation permits individuals to submit written requests to Calgary Outlink in order to provide:
 - a. Access to personal information under the custody or control of Calgary Outlink;
 - b. Information about the purposes for which personal information under the custody or control of Calgary Outlink has been and is being used; and
 - c. The names of organizations or persons to whom and the circumstances in which personal information has been and is being disclosed by Calgary Outlink.
2. Requests for access are subject to the following:

- a. Any requests must be in writing;
 - b. Calgary Outlink does not accept such requests or respond to such requests via email;
 - c. In order to receive a response to such a request, the individual must provide Calgary Outlink with sufficient information to locate the record, if any, and to respond to them;
 - d. Calgary Outlink will respond to requests in the time allowed by Alberta legislation, which is generally forty-five (45) days;
 - e. Calgary Outlink will make a reasonable effort to assist applicants and to respond as accurately and completely as reasonably possible;
 - f. All requests may be subject to any fees and disbursements the law permits Calgary Outlink to charge; or
 - g. Where appropriate to do so, Calgary Outlink may require advance payment of a deposit or the entire cost of responding to a request for access to personal information.
3. Please note that an individual's ability to access their personal information under our control is not an absolute right. Alberta legislation provides that Calgary Outlink *must not* disclose personal information where:
- a. The disclosure could reasonably be expected to threaten the safety or physical or mental health of an individual other than the individual who made the request;
 - b. The disclosure would reveal personal information about another individual; or
 - c. The disclosure would reveal the identity of an individual who has in confidence provided us with an opinion about another individual and the individual providing the opinion does not consent to the disclosure of their identity.
4. Alberta legislation also provides that Calgary Outlink *may choose not to* disclose personal information where:
- a. The personal information is protected by any legal privilege;
 - b. The disclosure of the information would reveal confidential commercial information and it is not unreasonable to withhold that information;
 - c. The personal information was collected by Calgary Outlink for an investigation or legal proceeding;
 - d. The disclosure of the personal information may result in similar information no longer being provided to Calgary Outlink when it is reasonable that it would be provided;
 - e. The personal information relates to or may be used in the exercise of prosecutorial discretion; or
 - f. The personal information was collected or created by a Mediator or Arbitrator in the conduct of a mediation or arbitration for which they were appointed to act:
 - i. Under an agreement;
 - ii. Under an enactment; or
 - iii. By a Court

Responses to Requests for Access to Personal Information

1. Calgary Outlink's responses to requests for access to personal information will be in writing, and will confirm:
 - a. Whether Calgary Outlink is providing all or part of the requested information;
 - b. Whether or not Calgary Outlink is allowing access or providing copies; and
 - c. If access is being provided, when and how that will be given.
2. If access to information or copies are refused by Calgary Outlink, they will provide written reasons for such refusal and the section of PIPA on which that refusal is based. Calgary Outlink will also provide the name of an individual at Calgary Outlink who can

answer questions about the refusal, and particulars of how the requesting individual can ask the Information and Privacy Commissioner of Alberta to review our decision.

- a. In order to receive a response to such a request, the individual must provide us with sufficient information to locate their record, if any, and to respond to them.

Requests for Correction

1. Alberta legislation permits individuals to submit written requests to Calgary Outlink to correct errors or omissions in their personal information that is in our custody or control.
2. If an individual alleges errors or omissions in the personal information in our custody or control, we will either:
 - a. Correct the personal information and, if reasonable to do so and if not contrary to legislation, send correction notifications to any other organizations to whom we disclosed the incorrect information; or
 - b. Decide not to correct the personal information but annotate the personal information that a correction was requested but not made.
3. Corrections or amendments will generally not be made to opinions.

Contacting or Communicating with Calgary Outlink

1. If you have any questions with respect to Calgary Outlink's policy concerning the collection, use, disclosure, or handling of your personal information, or if you wish to request access to, or correction of, your personal information under Calgary Outlink's care and control, or if you are dissatisfied with how Calgary Outlink handles your personal information, please contact our team at:
105 - 223 12 Ave. SW
Calgary, AB T2R 0G9
403-234-8973
info@calgaryoutlink.ca
2. If you remain dissatisfied after we have reviewed and responded to your concern, or if you have other concerns or questions, you have the right at any time to contact the Office of the Information and Privacy Commissioner.

Definitions

- **Business Contact Information:** An individual's name and position or title as an Employee of an organization, as well as their business telephone number, business address, business email, business fax number, and other business contact information.
- **Collection of Personal Information:** Obtaining personal information from any source, including the individual themselves and/or any third party.
- **Disclosure of Personal Information:** Allowing or providing access to all or part of personal information. Disclosure will generally be external to Calgary Outlink.
- **Employee:** Any individual who provides service with Calgary Outlink. This includes full-time Staff, part-time Staff, temporary Staff, Volunteers, hired Students, and those in a contract or agency relationship with Calgary Outlink.
- **Personal Employee Information:** Personal information about an individual Employee or a prospective Employee, that is collected, used, or disclosed by Calgary Outlink, and that is reasonably required by Calgary Outlink for the purposes of establishing, managing, or terminating an Employment or Volunteer relationship. This does not include personal information about an Employee that is not related to the employment or independent contractor relationship. Personal employee information is therefore a subset of personal information about an Employee.
- **Personal Information:** Information about an identifiable individual, which does not include information of an aggregate or anonymous nature, where a specific individual or individuals cannot be identified. Personal information does not include business contact

information, as long as business contact information is used to contact an individual in their capacity as an Employee of an organization, and for no other purpose.

- **Use of Personal Information:** Processing or utilizing personal information in any manner, including but not limited to using such information to contact the individual. Use includes accessing the information, retaining the information, and how long the information is retained. Use will generally be internal to Calgary Outlink.

References

- Personal Information Protection Act (Alberta, "PIPA")
- Personal Information Protection and Electronic Documents Act (Canada, "PIPEDA")

Revision History

- April 15, 2024: reformatting and reorganization
- January 17, 2022: minor revisions
- June 1, 2016: new policy