



**Policy Name:** Privacy and Communication Policy

**Policy Number:** NCSA-010-06.17.2024

**Policy Approver:** NCSA Board of Directors

**Approval Date:** June 17, 2024

---

## **POLICY STATEMENT AND OBJECTIVES**

**Nose Creek Swim Association (“NCSA” or the “Club”) respects the privacy and personal information of its members. The intent of this policy is to provide an overview of the collection, protection, disclosure and destruction of information collected by NCSA from its membership.**

### **1 COLLECTION OF PERSONAL INFORMATION**

Information specific to each swimmer is generally collected during the Club’s annual registration process. NCSA respects that some of this information may be of a private and confidential nature and, therefore, only collects information specific to the operation of our Club and as may be required by any governing body, including Swim Alberta and Swim Canada.

Information collected from NCSA members is used to:

- Register and/or maintain records of membership or officials with NCSA and any governing bodies, including Swim Alberta and Swimming Canada;
- Establish and maintain a responsible relationship with its membership and to provide ongoing service, including ongoing communication;
- Manage and develop our operations and the effectiveness of our program;
- Meet legal and regulatory requirements, including obligations under SEC 36 Register of Members, in the Province of Alberta Societies Act; and
- Effectively manage emergency situations, including any medical emergencies that may arise during the course of a scheduled swim practice, meet or other Club sponsored/organized activity.
- **Communications**
  - Sending communications in the form of e-news or a newsletter with content related to NCSA programs, events, activities, discipline, appeals and other pertinent information
  - Publishing articles, media relations and postings on the NCSA website, Facebook, Instagram, displays or posters.
  - Award nominations and biographies.
  - Communication within and between committees, volunteers and Board members.
  - Discipline results and long-term suspensions.

- **Registration, Database Entry and Monitoring**
  - Registration and communication of programs, events and activities.
  - Database entry at the Coaching Association of Canada and to determine level of coaching certification coaching qualifications and coach selection.
  - Database entry to determine level of officiating certification and qualifications.
  - Determination of eligibility, age group and appropriate level of training/competition.
  - Registration, outfitting uniforms, and various components of athlete and team selection.
  - Technical monitoring, officials training, educational purposes, sport promotion, media publications.
  
- **General**
  - Travel arrangement and administration.
  - Implementation of the NCSA screening program.
  - Medical emergency, emergency contacts or reports relating to medical or emergency issues.
  - Determination of membership demographics and program wants and needs.
  - Managing insurance claims and insurance investigations.
  - Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends.
  - Video recording and photography for promotional use, marketing and advertising by Swim Alberta.
  - Payroll, honorariums, company insurance and health plans.
  - Registration of NCSA Board Members as per Alberta Societies Act and Alberta Gaming Liquor and Cannabis (AGLC) requirements.
  - Casino volunteers as per AGLC requirements.

## **2 PROTECTION OF YOUR PERSONAL INFORMATION AND YOUR RIGHT TO PRIVACY**

NCSA respects the privacy of its membership and follows the appropriate protocol to ensure information is safeguarded. NCSA will:

- Not collect, use or disclose personal information for any purpose other than those identified above, except with your consent;
- Protect your personal information with appropriate security safeguards;
- Strive to keep your personal information as accurate and up-to-date as is necessary for the purposes identified above; and
- Honor any written request made to the NCSA Executive Board of Directors, you may make for access to your personal information within a reasonable time frame of receiving such request. Such information is subject to the FOIP Form required at the time of registration.

## **3 DISCLOSURE OF PERSONAL INFORMATION**

In certain circumstances, NCSA may need to disclose some personal information about its members. This may include, but is not limited to, disclosure to:

- The Board of Directors, staff and coaches of NCSA for the purposes of the Club operation;
- Designated NCSA chaperones, responsible for the care and well-being of swimmers attending away meets;
- A public authority or agent of a public authority, if in the reasonable judgment of NCSA, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information. If a member calls 911, we will provide the member's name, address and telephone number to the emergency agency; and
- Event organizers, Club program partners, or those responsible for administering events, programs or special offers, or those responsible for administering such offers or programs. Any such disclosure is made on a confidential basis with the member's express consent.

#### **4 DISPOSAL OF INFORMATION**

**4.1** NCSA will take appropriate care in proper disposal of any private and confidential information collected from its membership.

**4.2** The Club may maintain records for up to seven (7) years, after which they will be disposed of in a secure manner.

**4.3** Electronic records may be considered permanent and do not have a defined timeframe for disposal.

#### **5 COMMUNICATION**

Effective and timely communication is imperative to the success of NCSA. NCSA will:

- Maintain a Club website which will include all relevant information on Club programs and activities. The Board and staff are jointly responsible for reviewing and updating the information on the site.
- Use the Club website and email as its primary means of communication to its membership. This may include information specific to athlete performances.
- Responsibly use our website and social media to promote Club athletes, activities and events.
- Attempt to honor any request by members not to be included in Club photos, website postings or media information.

#### **6 COMPLAINTS**

Any complaints pertaining to information of a private or confidential nature should be handled through the Complaint Procedure & Disciplinary Policy NCSA-001.