

### **Rationale**

Pickleball Ontario is committed to protecting your privacy and safeguarding your personal information.

Pickleball Ontario is proud to demonstrate its commitment to member privacy by complying with the applicable privacy laws and regulations in Canada.

This Privacy Policy is designed to meet the standards prescribed by the *Personal Information Protection and Electronic Documents Act* and the regulations thereunder.

The purpose of this Policy is to inform members about the types of Personal Information that Pickleball Ontario collects, uses and discloses. It explains how information is collected, used and disclosed, the choices members have regarding such use and disclosure, and how members may access and correct that information.

### **Policy Guidelines**

1. This policy applies to any information collected or received from members, from any source.
2. This policy does not claim nor accept any responsibility for any privacy policies, practices and/or procedures of other such websites. All members, users and visitors who leave the Pickleball Ontario website are encouraged to read the privacy statement of each and every other website that collects Personal Information
3. **“Personal Information”** is any information that is identifiable with a member, as an individual.
  - a) It may include but is not limited to member’s name, mailing address, e-mail address, telephone numbers, billing, credit card information, rating and related statistics. It, however, does not include any information that is solely used to communicate with members in relation to employment, business or profession, such as member’s name, position name or title, work address, work telephone number, or work electronic address.
  - b) Those under 18 years of age, must have the consent of a parent or guardian to be a member of Pickleball Ontario.
    - i. Parent or guardian must contact Pickleball Ontario to provide consent before providing Personal Information to Pickleball Ontario or using Pickleball Ontario website. If Pickleball Ontario discovers that it has inadvertently collected Personal Information from anyone under the age of 18 (and without parent or guardian consent), it will promptly delete that information from the Pickleball Ontario database.

4. Pickleball Ontario will collect Member Personal Information by fair and lawful means. It may collect Personal Information from Members directly and/or from third parties, where it will have obtained consent to do so or as otherwise required or permitted by law.
5. Pickleball Ontario may use your Personal Information for the following purposes:
  - a) to register or renew memberships;
  - b) to deliver membership services;
  - c) to process registrations for, or administer, tournaments or clinics;
  - d) as part of contests and promotions;
  - e) to respond to requests, complaints or inquiries;
  - f) to collect opinions and comments in regard to Pickleball Ontario's operations
  - g) to administer specific functions of our website;
  - h) to investigate legal matters;
  - i) for such purposes, as you may otherwise consent from time to time; and
  - j) as otherwise required or permitted by law.
6. Pickleball Ontario may disclose your Personal Information, after determined whom, and for what purpose the information is needed, at the time we collect such information from the members and obtain the member's consent to such disclosure.
  - a) Pickleball Ontario may transfer Personal Information to third party service providers with whom Pickleball Ontario has a contractual agreement that includes appropriate privacy standards, where such third parties are assisting Pickleball Ontario with the Purposes.
  - b) Pickleball Ontario will generally obtain consent prior to collecting, and in any case, prior to using or disclosing Personal Information for any purpose.
    - i. Members may provide consent to Pickleball Ontario either orally, electronically or in writing. The form of consent that is sought, including whether it is express or implied, will largely depend on the sensitivity of the Personal Information and the reasonable expectations members might have in the circumstances
  - c) Pickleball Ontario will use, disclose or retain Personal Information for as long as necessary to fulfill the purposes for which that Personal Information was collected and as permitted or required by law.
  - d) Pickleball Ontario will make a written request to review any Personal Information that has been collected, utilized or disclosed, will provide Member with any such Personal Information to the extent required by law. Every

attempt will be made to make such Personal Information available in a form that is generally understandable and will explain any abbreviations or codes.


7. Pickleball Ontario will attempt to ensure that Personal Information is kept as accurate, complete and up-to-date as possible. It will not routinely update your Personal Information, unless such a process is necessary. It is expected Members, from time to time, will supply Pickleball Ontario with written updates to Personal Information, when required.
  - a) At any time, Members can challenge the accuracy or completeness of Personal Information in Pickleball Ontario records. If it is successfully demonstrated that Personal Information in Pickleball Ontario records is inaccurate or incomplete, the Personal Information will be amended as required. Where appropriate, the amended will be transmitted to third parties having access to the Member Personal Information.
  - b) Every attempt will be made to respond to each of the written requests not later than thirty (30) days after receipt of such requests. Members will be advised in writing if the request cannot be met within this time limit.
  - c) There will not charge any costs for accessing Personal Information in Pickleball Ontario records without first providing an estimate of the approximate costs, if any.
8. Pickleball Ontario may request that Members provide sufficient identification to permit access to the existence, use or disclosure of Personal Information. Any such identifying information shall be used only for this purpose.
9. Pickleball Ontario has implemented physical, organizational, contractual and technological security measures to protect Personal Information from loss or theft, unauthorized access, disclosure, copying, use or modification. Steps have been taken to ensure that the only individuals who are granted access to Personal Information are those with a business 'need-to-know' or whose duties reasonably require such information.
10. All comments, questions, concerns or complaints regarding Personal Information or Pickleball Ontario privacy practices should be forwarded to Pickleball Ontario Membership Director as follows:

**Administration**

This policy shall be administered by the Pickleball Ontario President at any Pickleball Ontario related meeting.

Policy Revised

2019 02 21  
Date

  
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President