



## PRIVACY POLICY OF BC ASSOCIATION APPRAISAL INSTITUTE OF CANADA

Privacy of personal information has always been an important principle to the BC Association Appraisal Institute of Canada and will continue to be.

We are committed to respecting the confidentiality and privacy of personal information provided to us by members, our employees and by the general public. We have adopted the ten privacy principles set out in the Canadian Standards Association *model Code for the protection of Personal Information* and embodied in the Personal Information Protection Act (PIPA). We observe our obligations under PIPA and provincial legislation in effect in Quebec, and Alberta to the extent applicable, under Personal Information and Protection of Electronic Documents Act (PIPEDA) and under such other applicable provincial privacy laws which are substantially similar to PIPEDA as may come into force from time to time. We will collect, use and disclose personal information responsibly and only for such purposes and to such extent as is necessary to enable us to provide our member services.

### 10 Privacy Principles

- **Accountability**
- **Identifying Purposes**
- **Consent**
- **Limiting Collection**
- **Limiting Use, Disclosure & Retention**
- **Accuracy**
- **Safeguards**
- **Openness**
- **Individual Access**
- **Challenging Compliance**

This document describes our privacy policies.

### WHAT IS PERSONAL INFORMATION?

Personal information is information about an identifiable individual but does not include the name, title or business address or telephone number of an employee of a business. Personal information includes personally identifiable information such as a person's home address and residential contact information, age, gender, income, credit rating, financial information, consumer preferences, health status and political affiliations. For the purposes set out in this privacy policy, member information which has been obtained from or in relation to an individual should be treated as "personal information" where such information is of a type which may reasonably be used to identify a specific individual, and including information which contains the name and/or residential address of the individual.

### WHO WE ARE

BC Association Appraisal Institute of Canada is a not-for-profit, professional association registered under the BC Societies Act.

The organization represents members engaged in the Real Estate appraisal, assessment and consulting industry.

The office currently employs 2 full time staff. We occasionally use consultants that may, in the course of their duties, have limited access to personal information we hold. These include computer consultants, accountants, security and maintenance, temporary workers to cover holidays and peak periods. We restrict their access to any personal information we hold as much as reasonably possible. We also have their assurance that they follow appropriate privacy principles.

## **WE COLLECT PERSONAL INFORMATION: PRIMARY PURPOSE**

### **Members**

Like most professional membership associations we collect, use and disclose personal information in order to serve the membership. The primary purpose for the collection of personal information is to determine designation requirement compliance in order to provide assistance in completing the necessary requirement for accreditation. It is also used for member identification and for miscellaneous correspondence (i.e. Association Newsletter).

It would be rare for us to collect any personal information without the member's knowledge as most information is provided by the member.

## **GENERAL PUBLIC AND MEMBERS**

A primary purpose for collecting information about members and the general public is to provide notice of special events (i.e.: seminars or conferences), membership correspondence, to inform them of professional services of our members or career opportunities (i.e.: while we collect work contact information, where possible we might collect home address, fax number and/or email addresses.) We will endeavour at all times to obtain consent before collecting any such personal information but where this is not for any reason, possible, we will upon request, immediately remove any personal information from our distribution.

## **RELATED AND SECONDARY PURPOSES**

- To invoice members for dues, insurance and for goods or services that are immediately paid for.
- To advise members – communication: WestCoast Appraiser, provincial broadcast email, special event notices, seminars, conferences, etc.
- To process credit card payments or to collect unpaid accounts
- Like other organizations, various government agencies (i.e.: CCRA, Information and Privacy Commissioner, Human Rights Commission, BC Labour Standards etc.) have the authority to review our files and interview our staff as part of their mandate. In these circumstances we may consult with lawyers, who will investigate and report back to us.

We retain previous member information for a period of approximately 10 years (+ or – 1 year) to enable us to respond to reinstatement enquiries.

## **PROTECTING PERSONAL INFORMATION**

BC Association Appraisal Institute of Canada understands the importance of protecting your personal information. For that reason, we have taken the following steps;

- Paper information is either secured in a locked or restricted area at all times.
- Membership database is password protected.
- Appropriate firewalls have been built into the membership database.
- Staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy
- External consultants and agencies with access to personal information must provide us with the appropriate privacy assurances.

## **RETENTION AND DESTRUCTION OF PERSONAL INFORMATION**

BC Association Appraisal Institute of Canada needs to retain personal information for some time to ensure that we can respond to questions you might have in the future. However, we do not want to keep personal information longer than necessary in order to protect your privacy.

We keep member files for as long as they remain members in good standing. All other members' files are kept for approximately 10 years (+/- 1 year). Other information is much more difficult to systematically destroy. Our policy is to destroy such information if it does not appear we will be contacting you again. However, upon request, we will remove such contact information right away.

We destroy paper files containing information by shredding. We destroy electronic information by deleting and when the hardware is discarded we ensure that the hard drive is physically destroyed.

## **CONSENT**

BY WAY OF MEMBERSHIP IN BC ASSOCIATION APPRAISAL INSTITUTE OF CANADA AND PROVIDING THE REQUIRED PERSONAL INFORMATION REQUESTED BY BC ASSOCIATION APPRAISAL INSTITUTE OF CANADA TO ATTAIN DESIGNATED MEMBERSHIP YOU CONSENT TO THE PURPOSES AND USES OUTLINED IN THIS DOCUMENT FOR WHICH BC ASSOCIATION APPRAISAL INSTITUTE OF CANADA COLLECTS AND/OR USES YOUR PERSONAL INFORMATION.

## **YOU CAN LOOK AT YOUR INFORMATION**

With some exceptions, you have the right to see what personal information we hold about you. Often, all you have to do is ask. We can help you identify what records we might have and help you understand any information you do not understand (i.e.: forms, etc). We will need to confirm your identity and ask that your request be made in writing.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. We may ask you to provide documentation that our files are wrong. Where we agree that we have made a mistake we will make the necessary correction.

## **PRIVACY OFFICER**

BC Association Appraisal Institute of Canada's Privacy Information Officer (PIO) is the Executive Director. In order to review personal information, to express any concern relating to privacy or review our compliance with this privacy policy or any relevant provincial privacy legislation, an individual may contact us by mail, email or telephone at the contact information set out below:

J.P. O'Brien, CAE  
Executive Director  
BC Association Appraisal Institute of Canada  
#845 – 1200 West 73<sup>rd</sup> Avenue  
Vancouver, BC V6P 6G5  
Phone: 604.266.8287      Toll Free: (BC)      888.707.8287  
Fax:                      604.266.3034      Email: [janice@appraisal.bc.ca](mailto:janice@appraisal.bc.ca)

If an individual has a concern with the accuracy or contents of their personal information which we have on file, such individual may contact our privacy officer to request particulars of his or her personal information. Any such request must be made in writing and addressed to the privacy officer at the address set out below. The privacy officer shall acknowledge receipt of

your request, review and endeavour to respond within 30 days with a formal decision and reasons in writing.

This policy disclosure is made under the PIPA. *Personal Information Protection Act*. Because of its complexity some additional exceptions to the privacy principles that are too detailed may not be included. Therefore there may be some rare exceptions to the commitment set out in this document.

More general information may be found on the website of the Information & Privacy Commissioner at [www.oipc.bc.ca](http://www.oipc.bc.ca)

If you have not received a satisfactory response to your privacy concerns after contacting our Privacy Officer, you may direct your questions, concern or complaint to the following:

BC Office of the Information and Privacy Commissioner

4<sup>th</sup> Floor – 1675 Douglas Street

Victoria, BC

V8V 1X4

Phone: 250.387.5629

Toll Free: 800.663.7867

Fax: 250.387.1696

Website: [www.oipc.bc.ca](http://www.oipc.bc.ca)

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