

Pickleball Kelowna Club Privacy Policy

This policy describes how Pickleball Kelowna Club (PKC) collects, uses, retains, safeguards, discloses and disposes of personal information and affirms Pickleball Kelowna Club's commitment to collecting, using and disclosing personal information responsibly.

1. STATUTE

Pickleball Kelowna Club Privacy Policy follows the guidelines outlined in The Personal Information and Privacy Act (PIPA) BC. https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_03063_01#section17

2. COLLECTION & USE

Pickleball Kelowna Club is a non-profit member society serving members through online administration of club leagues, events, scheduled play, and on-court attendance during play.

Pickleball Kelowna Club will use or disclose personal information for the primary purpose for which it was collected or for a purpose related to the primary purpose that you would reasonably expect it to be used. Pickleball Kelowna Club may collect personal information from individuals and prospective individuals for purposes that include, but are not limited to;

a) Communications

- i) Sending communications in the form of e-news or a newsletter with content related to Pickleball Kelowna Club programs, events, fundraising, activities, discipline, appeals, community events, and other pertinent information
- ii) Publishing articles, media relations and postings on the Pickleball Kelowna Club website, social media outlets, displays or posters

b) Registration, Database Entry and Monitoring

- i) Registration of programs, events and activities
- ii) Database entry to determine the level of officiating certification and qualifications
- iv) Determination of eligibility, age group and appropriate level of play/competition

c) Sales, Promotions and Merchandising

- i) Pickleball Kelowna Club will not allow or use member information for vendor sales promotions or advertising purposes.
- ii) PKC will not lend or sell its membership list to external parties.

d) General

- i) Medical emergency, emergency contacts or reports relating to medical or emergency issues
- ii) Determination of membership demographics and program wants and needs
- iii) Video recording and photography for personal use, and not commercial gain, by spectators, parents and friends
- vii) Video recording and photography for promotional use, marketing and advertising by Pickleball Kelowna Club.

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- e) Local, Provincial, National & International Associations
 - i) Members agree that Pickleball Kelowna Club will disclose and collect information from Pickleball BC, Pickleball Canada and other pickleball associations in the administration of club activity.

3. MEMBER CONSENT ONLINE PORTAL

Implied Consent: By providing Personal Information to Pickleball Kelowna Club, members are implying their consent to the use of that Personal Information for the purposes identified in the Purposes of Personal Information Collection section of this policy, section 2. Collection & Use.

- a) Pickleball Kelowna Club members agree to use private information in the online portal for communicating, booking, confirming and organizing pickleball play with other members.
- b) Members agree that their email and telephone numbers will be available online for other members to view.
- c) Members who express to have their email and or telephone information unavailable may do so by opting out in their profile settings.
- d) Pickleball Kelowna Club will ensure that all current and future software vendors comply with PIPA BC.

4. MISUSE

Any member who uses membership personal information for commercial purposes or purposes unrelated to club activities may be expelled from the club at the discretion of the Board of Directors. Any breach identified by any member brought to the attention of the Board of Directors will be investigated by the Board and Executive Officer.

5. PRIVACY COMPLAINTS

Upon receipt of a complaint, Pickleball Kelowna Club will;

- (a) Record the date the complaint is received
- (b) Acknowledge receipt of the complaint by way of telephone or email conversation and clarify the nature of the complaint.
- (c) The club administrator will inform the Board of Directors
- (d) The President will investigate the complaint and report to the board.
- (e) The outcome of the investigation and any relevant steps taken to rectify the complaint will be shared with the complainant, including any amendments to policies and procedures

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f) Pickleball Kelowna Club will not dismiss, suspend, demote, discipline, harass, or otherwise disadvantage any Pickleball Kelowna Club individual or member who makes a complaint under this policy.

6. ACCOUNTABILITY

The Pickleball Kelowna Club's Executive Director is responsible for the implementation of this policy and monitoring information collection and data security, and ensuring that all staff Directors and volunteers receive appropriate training on privacy issues and their responsibilities. The Executive Director also handles personal information access requests and complaints.

The VP/Policy/Governance and Executive Director Privacy Officer will lead or assign;

- a) Implement procedures to protect personal information;
- b) Establish procedures to receive and respond to complaints and inquiries;
- c) Record all persons having access to personal information;
- d) Ensure any third-party providers abide by this policy;
- e) and Train and communicate to Directors and volunteers staff information about Pickleball Kelowna Club's privacy policies.

7. COMING INTO FORCE

This policy shall come into force on January 1, 2023