

## Privacy Officer

1. Complaint Process
2. Complaints Process: Steps of the Flow Chart
3. Privacy Feedback Form

Information and Privacy Commissioner <https://www.oipc.bc.ca/for-private-organizations/>

## Privacy Policy

Mountain View Alliance Church upholds an individual's right to privacy and is committed to respecting the privacy of member and participant personal information that is collected and maintained in the course of carrying on its ministry activities in compliance with British Columbia's Personal Information Protection Act (PIPA). This Privacy Policy demonstrates the commitment to the principles outlined in the PIPA.

What information do we collect?

We occasionally collect information such as:

**Attendance Information** including recording that you've shown us your proof of vaccination or exemption

**Church Phone List Information** that you've provided, including name(s), address and phone number(s)

**Offering Envelopes and Cheque Information** that you've given, which includes name(s), address, dates, preferred funds and amounts of donations

**From the Connecting Card** (tear off portion of bulletins) we collect name, address, phone number, email address, age group, if you are new to our community, a guest or a regular attendee and if you desire further information

**Also from the Bulletin,** you may have provided information such as a change of name, address or phone number that you want circulated within the church. Alternately, you may have asked that a bulletin advertisement be printed to provide information which includes your name, address, phone number or other information. Such information would typically be on the inside of the bulletin or on an insert. This information may also be on the church's website or emailed to a select group of subscribers.

**Photo Directory Information** including a photo and name(s), address and phone number(s), as well as other optional information such as birthdate(s), anniversary (if applicable), hobbies and employment information

**For Board members,** names, addresses, birthdates and official titles and terms are collected (as is required by the Canadian Revenue Agency), of which they post on the internet - names, official titles and terms.

## Accountability

Mountain View Alliance Church is responsible for ensuring the protection of the information you have provided to us.

Why do we collect your information?

We collect information from you for the following reasons:

- \* Administer donations
- \* Respond to information requests
- \* Know who our supporters are
- \* Verify identity
- \* Verify your proof of vaccines or exemption
- \* Identify your preferences

- \* Connect with visitors
- \* Make contact information available to would-be attendees at a small group.
- \* Assist members and adherents with connecting with each other.
- \* Meet regulatory requirements

## Obtaining your consent

We will obtain your consent prior to the collection, use or disclosure of your information. Consent may be expressed or implied. Implied consent means that you provide the information to us and the purpose of providing such information would be clear to you, even if we did not state it. Such as, if you've asked to be added to our email list to receive the link to online services, when you provide your email address, this purpose is already very clear to you.

## Limiting collection

Mountain View Alliance Church will only collect information about you that is necessary to achieve the purposes identified in this policy.

## Limiting use, disclosure and retention

Mountain View Alliance Church will use the information you provide only for the purposes identified in this policy. We will not use this information for any other purpose unless we have obtained your consent.

We will not sell or otherwise disclose the information collected from you to other third parties, except in those limited cases where we are legally required to do so (such as in response to a court order, or disclosure to a public body to assist in an investigation).

We will retain the information that we have collected from you only so long as it is necessary to achieve our stated purposes or if it is legally required that we retain such information.

## Ensuring accuracy

Mountain View Alliance Church will make reasonable efforts to ensure that the information we collect from you is accurate and complete. If you notice any errors in the information that we have collected from you or wish to update your information, please notify our office by phone or email at [office@mountainviewalliance.ca](mailto:office@mountainviewalliance.ca). You can advise us as to where you saw the incorrect information so that we can then correct or update such information.

## Safeguards

Mountain View Alliance Church will protect personal information with security safeguards appropriate to the sensitivity of the information. This includes:

- \* Physical security measures including locked cabinets and restricted access to areas where sensitive personal information is kept.
- \* Organizational security measures including employee and Board confidentiality agreements, sensitive information restricted to those involved
- \* Technological security measures including use of passwords, firewalls and security encryptions.

## Individual access to information

If you require access to your own information, please send us a letter with your request. We will respond to you within thirty (30) days of receiving your request and may request further information if necessary. Information will not be released in:

- \* Situations where disclosure may reveal the personal information of another individual
- \* Situations where the health or safety of an individual may be jeopardized.

## Revisions to this Policy

The development of the Mountain View Alliance Church policies and procedures for the protection of personal information is an ongoing process. Due to changes in technology and legal requirements, the church may revise this policy from time to time.