

VANDUSEN BOTANICAL GARDEN ASSOCIATION

PRIVACY POLICY FOR MEMBERS, VOLUNTEERS, DONORS AND OTHERS

OUR COMMITMENT TO PRIVACY

VanDusen Botanical Garden Association (the “Association”) is committed to maintaining the security, confidentiality and privacy of your personal information. This Privacy Policy documents our on-going commitment to you and has been developed in compliance with relevant privacy legislation.

SCOPE OF POLICY

This Policy applies to the Association and its collection, use and disclosure of personal information relating to its members, volunteers, donors and others. This Policy addresses personal information about individuals only and does not apply to information collected, used or disclosed with respect to corporate or commercial entities.

This Policy does not impose any limits on the collection, use or disclosure of the following information by the Association:

- your business contact information; and
- certain publicly available information (such as information in telephone directories and public registries).

ACCOUNTABILITY

The Association is responsible and accountable for personal information under its control and has designated a Privacy Officer who is responsible for the Association’s compliance with this Policy. The Privacy Officer may be contacted as described at the end of this Policy.

PURPOSES

The Association collects personal information for purposes authorized or required by applicable law and for the following purposes:

- (a) to evaluate and process membership applications;
- (b) to allow the Association to communicate with members and others;
- (c) to monitor, process and collect membership dues and other fees;
- (d) to provide various services and benefits to members and others,

- (e) to protect the Association and its staff and members from fraud, theft and similar risks;
- (f) to maintain information about special skills and abilities of members and volunteers;
- (g) to carry out Association procedures such as committee participation and elections;
- (h) to conduct fund-raising programs or campaigns;
- (i) to conduct member surveys in order to improve Association programs and services; and
- (j) to comply with its obligations at law and under the Association bylaws.

This information may be disclosed to third parties for these purposes. Disclosure might be to the public (e.g. special skills of members and volunteers) or to persons providing services to the Association (e.g., data processors). The Association does not share your personal information with others who may wish to solicit your participation or membership or offer products or services to you.

The above collections, uses and disclosures are a reasonably necessary part of your relationship with the Association as a member, volunteer, donor or patron.

You may instruct the Association to refrain from using your personal information to contact you regarding fund-raising programs or campaigns or special events or programs being offered by the Association. The Association will not refuse you access to any product or service merely because you advise the Association to stop using your personal information in these ways.

When personal information that has been collected is to be used for a purpose not previously identified, the Association will identify the new purpose and obtain your consent unless the use is authorized or required by law.

CONSENT

The Association will obtain your consent to collect, use or disclose personal information except where the Association is authorized or required by law to do so without consent. For example, the Association may collect, use or disclose personal information without your knowledge or consent where:

- the Association is collecting or paying a debt; or
- the Association is obtaining legal advice.

Other exceptions may apply.

Your consent can be express, implied or given through an authorized representative such as a lawyer, agent or broker.

Consent may be provided orally, in writing, electronically, through inaction (such as when you fail to notify the Association that you do not wish your personal information collected/used/disclosed for various purposes after you have received notice of those purposes) or otherwise.

You may withdraw consent at any time, subject to legal, contractual and other restrictions, provided that you give reasonable written notice of withdrawal of consent to the Association. On receipt of written notice of withdrawal of consent, the Association will inform you of the likely consequences of the withdrawal of consent, which may include the inability of the Association to provide certain services for which that information is necessary.

LIMITS ON COLLECTION OF PERSONAL INFORMATION

The Association will not collect personal information indiscriminately and will limit collection of personal information to what is reasonable and necessary to provide its services and what is reasonable and necessary for the purposes consented to by you. The Association will also collect personal information as authorized by law.

LIMITS FOR USING, DISCLOSING AND RETAINING PERSONAL INFORMATION

Your personal information will only be used or disclosed for the purposes set out above and as authorized by law.

The Association will keep personal information used to make a decision affecting you for at least one year after using it to make the decision.

The Association will destroy, erase or make anonymous documents and other records containing personal information as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information and retention is no longer necessary for legal or business purposes.

The Association will take due care when destroying personal information so as to prevent unauthorized access to the information.

ACCURACY

The Association will make a reasonable effort to ensure that personal information it is using or disclosing is accurate and complete. In most cases the Association will rely on you to ensure that information, such as your address and telephone number, are correct.

If you demonstrate the inaccuracy or incompleteness of personal information, the Association will amend the information as required. If appropriate, the Association will send the amended information to third parties to whom the information has been disclosed.

When a challenge regarding the accuracy of personal information is not resolved to your satisfaction, the Association will annotate the personal information under its control with a note that the correction was requested but not made.

SAFEGUARDING PERSONAL INFORMATION

The Association protects the personal information in its custody or control by making reasonable security arrangements to prevent unauthorized access, collection, use, disclosure, copying, modification, disposal or similar risks.

The Association will take reasonable steps, through contractual or other reasonable means, to ensure that a comparable level of personal information protection is implemented by the suppliers and agents who assist in providing services to you or to the Association. Some specific safeguards include:

- physical measures such as locked filing cabinets;
- organizational measures such as restricting employee access to files and databases as appropriate;
- electronic measures such as passwords and firewalls; and
- investigative measures where the Association has reasonable grounds to believe that personal information is being inappropriately collected, used or disclosed.

Note that confidentiality and security are not assured when information is transmitted through e-mail or other wireless communication. Please notify the Association in writing if you do not want the Association to communicate with you through these means.

OPENNESS

The Association is open about the policies and procedures it uses to protect your personal information. Disclosure of our policies and procedures will be made available in writing. However, to ensure the integrity of our security procedures and business methods, the Association will not disclose sensitive information about its policies and procedures.

The Association will make available a description of the type of personal information held by the Association, and a general description of its use and disclosure.

PROVIDING ACCESS

You have a right to access your personal information held by the Association.

Upon written request and authentication of your identity, the Association will provide you with your personal information under its control. The Association will also give you information about the ways in which your information is being used and a description of the individuals and organizations to whom that information has been disclosed. The Association may charge a reasonable fee for doing so.

The Association will make the personal information available within 30 days or provide written notice where additional time is required to fulfil the request.

In some situations, the Association may not be able to provide access to certain personal information (e.g., if disclosure would reveal personal information about another individual, the personal information is protected by solicitor/client privilege, the information was collected for the purposes of an investigation or where disclosure of the information would reveal confidential commercial information that could harm the competitive position of the Association). The Association may also be prevented by law from providing access to certain personal information.

Where an access request is refused, the Association will notify you in writing, giving the reason for refusal and outlining further steps which are available to you.

COMPLAINTS

The Association will, on request, provide information regarding its complaint procedures.

Any inquiries, complaints or questions regarding this Policy should be directed in writing to the Association Privacy Officer.

Contact Information:

Privacy Officer
VanDusen Botanical Garden Association
5251 Oak Street
Vancouver, BC V6M 4H1

Phone: (604) 257-8190
Facsimile: (604) 263-1777

*[Approved by the Board of Governors of VanDusen
Botanical Garden Association on February 18, 2004]*

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