

Privacy Management Policy (EXTERNAL)

External Policy No. E.02.2022

Purpose

This policy outlines SkilledTradesBC requirements for managing personal information.

Scope

This policy applies to the collection, use, and disclosure of personal information that SkilledTradesBC has in its custody and/or control.

Principle

SkilledTradesBC, in compliance with B.C.'s *Freedom of Information and Protection of Privacy Act* (FOIPPA), is committed to the protection of personal information and an individual's right to privacy.

Policy

For the purpose of this policy, personal information is defined as any recorded information about an identifiable individual which includes information that can be used to identify an individual through association or inference. Personal information includes, but is not limited, to an individual's:

- name
- personal address;
- personal email address;
- personal telephone number; or
- date of birth.

Personal information does not include information used to contact a person at a place of business (e.g., individual's business position, title, or name, business address, business email address, business telephone number, business fax number).

1. POLICY STATEMENTS

- 1.1. SkilledTradesBC will only collect personal information that is necessary to deliver its programs and meet operational requirements, as permitted under FOIPPA.
- 1.2. Personal information will be collected directly from an individual unless an exception applies. When collecting personal information directly, SkilledTradesBC will inform the individual of:
 - a. the purpose for collecting their information;
 - b. the contact information for an SkilledTradesBC employee who can answer questions about the collection.

- c. the authority under which collection is taking place; and
 - d. SkilledTradesBC will use personal information only for the purpose for which it was collected or for a purpose the individual has consented to.
- 1.3. SkilledTradesBC will only disclose personal information as allowed under FOIPPA.
- 1.4. Individuals have the right to access and correct their personal information that SkilledTradesBC has in its custody and/or under its control.
- 1.5. Individuals may request to correct only factual information (e.g., name, contact information) that SkilledTradesBC has in its custody and/or under its control. If SkilledTradesBC rejects a correction request, SkilledTradesBC will annotate the record and state that the correction was requested but not made.
- 1.6. SkilledTradesBC will implement adequate physical, technical, and procedural measures to ensure the security of personal information. This includes, but is not limited to:
- a. storing personal information in secured and/or encrypted repositories;
 - b. limiting who has access to personal information;
 - c. delivering privacy awareness training;
 - d. developing and following information incident, including privacy breach, protocols; and
 - e. developing and implementing privacy and security policies and procedures.
- 1.7. When possible, SkilledTradesBC will store personal information in secured repositories (e.g., servers, platforms, filing cabinets) located in Canada. If the personal information will be stored and accessed in a repository outside of Canada, SkilledTradesBC will assess the information and determine the risks associated with it being outside of Canada.
- 1.8. SkilledTradesBC will securely dispose of records containing personal information. This includes, but is not limited to, anonymizing and/or removing any information considered personal prior to its disposal.
- 1.9. SkilledTradesBC will retain personal information for at least one year if it's used to make a decision directly affecting a person. Other legislative and policy requirements may also require SkilledTradesBC to retain the information beyond what is required in FOIPPA.

For assistance, contact SkilledTradesBC Customer Service at the information listed below.

Customer Service

T: 778-328-8700

Toll Free in BC: 1-866-660-6011

customerservice@skilledtradesbc.ca

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