



**Big Sisters  
of BC Lower Mainland**

**Big Sisters of BC Lower Mainland  
Privacy Policy**

**Statement and Purposes:**

Big Sisters of BC Lower Mainland respects and upholds an individual's right to privacy and to protection of his or her personal information. Big Sisters of BC Lower Mainland is committed to ensuring compliance with applicable employee privacy legislation.

**Implementation:**

**Accountability**

Big Sisters of BC Lower Mainland is accountable for the personal donor, client, applicant, employee, and volunteer information under its control. Big Sisters of BC Lower Mainland has appointed a Privacy Officer who is responsible for the society's compliance with this Policy.

**Purposes for Collection, Use and Disclosure**

Big Sisters of BC Lower Mainland collects and uses personal information about employees for purposes authorized or required by the applicable privacy legislation, and for the following purposes:

1. Assessing client needs and providing for those needs.
2. Determining eligibility and continuing suitability for:
  - a) Volunteer participation;
  - b) Employment within the agency;
  - c) Client participation;
  - d) Funding and programs.
3. Distribution of agency information.
4. Issuing tax receipts.

**Limits on Collection of Personal Information**

Big Sisters of BC Lower Mainland will not collect personal information indiscriminately and will limit collection of personal information to that which is necessary to the purposes articulated above, and what is reasonable and necessary for any purposes consented to by an individual.

**Use or Disclosure of Personal Information**

Personal information will only be used by Big Sisters of BC Lower Mainland or disclosed to third parties for the purposes set out above or as required by law.

If personal information is disclosed to third parties for the fulfillment of any purposes identified above, Big Sisters of BC Lower Mainland will ensure that the appropriate security undertakings, such as confidentiality clauses in contractual agreements, are employed to protect the transfer and use of personal information to third parties.

### **Safeguards**

Big Sisters of BC Lower Mainland protects personal information with appropriate security safeguards. Safeguards include physical, administrative and electronic security measures.

### **Access**

You have the right to access your personal information under the control of Big Sisters of BC Lower Mainland. The Privacy Officer will assist you with your access requests. In certain exceptional situations, Big Sisters of BC Lower Mainland may not be able to provide access to certain personal information that it holds about you. If access cannot be provided, Big Sisters of BC Lower Mainland will notify you, in writing, of the reasons for the refusal.

### **Concerns or Questions Regarding Big Sisters of BC Lower Mainland's Compliance**

You may direct your questions regarding Big Sisters of BC Lower Mainland's compliance with this policy to the Privacy Officer, Lisa Cloutier, at 604-873-4525, ext. 306 or by email at [lcloutier@bigsisters.bc.ca](mailto:lcloutier@bigsisters.bc.ca).