



# Personal Information Protection Act

## Our Privacy Commitment

**January 1, 2004**

To comply with the privacy legislation the ARHCA has developed this Privacy Policy to protect your privacy, safeguard your personal information and still provide your company with exceptional service.

Bill 44, the *Personal Information Protection Act (PIPA)*, was passed during the Fall Session of the Alberta Legislature and governs the collection, use, disclosure and access to **personal information** held by all provincially regulated organizations doing business in Alberta.

## About your privacy

As part of this commitment the ARHCA has adopted the following ten principles:

### The Ten Principles of the *Personal Information Protection Act* in Summary

- 1. Accountability** – The ARHCA is responsible for *personal information* under its control and shall designate an individual or individuals who are accountable for the organization's compliance with the following principles.
- 2. Identifying Purposes** - The purposes for which *personal information* is **collected** shall be identified by the ARHCA at or before the time the information is *collected*.
- 3. Consent** - The knowledge and *consent* of the individual are required for the **collection**, *use*, or **disclosure** of *personal information*, except where inappropriate.
- 4. Limiting Collection** - The **collection** of *personal information* shall be limited to that which is necessary for the purposes identified by the ARHCA. Information shall be **collected** by fair and lawful means.
- 5. Limiting Use, Disclosure, and Retention** - *Personal information* shall not be **used** or disclosed for purposes other than those for which it was collected, except with the **consent** of the individual or as required by law. *Personal information* shall be retained only as long as necessary for the fulfilment of those purposes.
- 6. Accuracy** - *Personal information* shall be as accurate, complete, and up-to-date as necessary for the purposes for which it is to be **used**.
- 7. Safeguards** - *Personal information* shall be protected by security safeguards appropriate to the sensitivity of the information.
- 8. Openness** - The ARHCA shall make readily available to individuals specific information about its policies and practices relating to the management of *personal information*.
- 9. Individual Access** - Upon request, an individual shall be informed of the existence, *use*, and **disclosure** of his or her *personal information* and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
- 10. Challenging Compliance** - An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals accountable for the ARHCA's compliance.

# **Alberta Roadbuilders & Heavy Construction Association Privacy Policy**

## **Introduction**

The protection of personal information is important to The Alberta Roadbuilders & Heavy Construction Association and we have a policy and procedures dealing with the protection of privacy. Any questions about this policy can be directed to our Privacy Officer, Cindy Klynstra at (780) 436-9860.

All ARHCA employees play an important role in protecting personal information. Our employees are required to adhere to this policy and take all reasonable steps to ensure that personal information is protected from unauthorized access.

## **Collection, Use and Disclosure of Personal Information**

The ARHCA does not usually collect personal information from individuals as member representatives/customers (we do regularly collect business contact information, which is not considered to be personal information), since we generally deal only with other companies. In the event that we do collect personal information from an individual member representative/customer, that information will only be used by us to administer the contract for the product and/or services. When we do deal with individuals as member representatives/customers we collect the following types of personal information:

1. Member representative/customer name;
2. Member representative/customer address, telephone number and e-mail
3. Visa/MasterCard number and expiry date

This personal information is collected for the following purposes:

1. To process applications for new members, and provide requested information for products and services.
2. For identification purposes on all correspondence and communications between the ARHCA or representatives of the ARHCA and the member company/individual representing that company.
3. As a contact point between member company and the ARHCA.
4. To recognize achievements, contributions, special undertakings by an individual or company, for example, awards presentations and scholarships.
5. For billing and accounting services relating to our products and services.
6. To comply with legal and regulatory requirements including auditing requirements.
7. To verify accuracy of personal information.

We only collect personal information directly from the member representative/customer except when we have the member representative's/customer's consent to collect information from elsewhere or are permitted by law to collect it without the member representative's/customer's consent.

We only use a member representative's/customer's personal information for the purposes outlined above. If we need to use the personal information for any other purpose we will contact the member representative/customer and obtain consent prior to that use.

***We do not disclose personal information to third parties for any other purposes.***

Our member representatives/customers have the right to withdraw consent for our collection, use or disclosure of their personal information at any time. However, if a member representative/customer does so it may affect their ability to receive products and services. (For example, if personal information is given for the mailing of a *Rental Rates Guide*) If a member representative/customer wishes to withdraw consent, or has any questions about withdrawing consent, they can contact our Privacy Officer.

Business contact information is not protected by this policy. This type of information is not considered to be personal information and may be collected, used and disclosed without consent. (For example, the ARHCA may use this information for mailing lists for the Canadian Construction Association, or for ARHCA membership surveys).

## **Consent**

In most cases member representatives/customers consent to us collecting, using and disclosing personal information for the purposes outlined above by simply agreeing to provide us with the personal information. When we receive personal information from you that enables us to provide you with a requested product or service, your consent to allow us to deal with that personal information in a reasonable manner would be implied.

## **Storing your Personal Information**

We only keep personal information for as long as is necessary for the purposes outlined above. This may include keeping the information after a project is completed in order to resolve any problems or concerns that may arise. We are also required by law to maintain certain records for set amounts of time. We have appropriate safeguards in place to protect personal information. These safeguards include filing personal information in a secure location and when we no longer need this information it is destroyed. We try to keep personal information as accurate as possible and member representatives/customers can assist us by providing us with updated information when necessary. Information can be updated by contacting our Privacy Officer.

## **Access**

Our members/customers have the right to access the personal information we hold about them. A member representative/customer can access their personal information by making a request to our Privacy Officer. The Officer will provide the necessary forms and assistance to make the request and obtain the information. If the member representative/customer believes that some of the personal information is incorrect they can request that the information be corrected.

We may charge our member representatives/customers for out-of-pocket expenses in responding to an access request. If we decide that a charge is appropriate we will provide the member representative/customer with a written estimate prior to providing access. Any concerns with the estimated charge should be directed to our Privacy Officer.

### **Accountability**

We apply our best efforts to protect our member representatives'/customers' privacy. If our member representatives/customers have any concerns they are free to contact our Privacy Officer. We hope that the Officer will be able to resolve any problems. If concerns are not resolved, the Officer can provide information on making a formal complaint.

If you have any questions or require any additional information please contact:

Alberta Roadbuilders & Heavy Construction Association  
#201, 9333 – 45 Avenue, Edmonton, Alberta T6E 5Z7  
Attention: Cindy Klynstra - Privacy Officer  
e-mail:cindy@arhca.ab.ca  
Telephone: 780-436-9860 Fax: 780-436-4910

Please refer to our website at [www.arhca.ab.ca](http://www.arhca.ab.ca) for a complete copy of our Privacy Policy.