



## Management of Member Personal Information at LLIR

Living and Learning in Retirement (LLIR) is committed to safe-guarding the personal information entrusted to us by our Members. The statement outlines the policies and practices to be followed to protect Members' personal information based on the requirements in PIPEDA, the Personal Information Protection and Electronics Documents Act.

Personal Information means information about an identifiable individual and includes name, mailing address, phone number, email address and emergency contact information.

LLIR collects uses and discloses personal information only for those purposes necessary to administer registration and membership; establish and maintain communications with members, facilitate registrations for sessions, facilitate contact with program volunteers, respond to inquiries and facilitate contact in the case of emergencies.

Member personal information is provided by the Member during the registration process. The information is used for the purposes noted above. If LLIR is going to use it for another purpose, then consent must be obtained.

LLIR will not disclose information to Third Parties, without consent.

A Member may withdraw consent to the collection, use and disclosure of personal information at any time with the understanding that this action will hamper or prevent the provision of service by LLIR.

LLIR makes every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information as well as any unauthorized access to personal information.

LLIR may process payments through a site such as PayPal. Billing and credit card information are stored not on the LLIR server but on a secure PayPal server that sits behind an electronic firewall.

Members have the right to access and amend their personal information as kept by LLIR and may do so by logging on to the LLIR website using their ID and Password as supplied by LLIR or by contacting the Registrar or Associate Registrar if they do not have internet access.

For a question or complaint about the collection, use or disclosure of personal information please email [registrar@llir.ca](mailto:registrar@llir.ca) .

LLIR respects the need to maintain Member privacy. Member information is shared with LLIR Board Members for the reasons noted below. Each Board Member has signed a confidentiality agreement to protect your information and has agreed that they will shred information when it is no longer required to manage LLIR processes. They will also erase information maintained on their personal computers when they retire from the LLIR Board.



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When you apply to LLIR, you provide the following information:

- Name
- Address
- Email Address
- Telephone Number
- Emergency Contact information
- Accessibility needs

When your application is accepted, LLIR provides you with an ID and a Password.

LLIR uses *your* information as follows:

Situation	Accessible by	Access Requirement
When you apply to be an LLIR Member	LLIR Registrar receives all your information	Track potential members on the Waitlist until Membership is approved
When you become a Member of LLIR	LLIR Registrar, Associate Registrar receive all of your information. Board members or LLIR technical support can, on an as needed basis, request your information from this source,	Manage the LLIR Membership data base and process assignment to LLIR courses.
When you become a Member of LLIR and when you sign up for courses	LLIR Director of Finance receives your name, address, email address and telephone number .	Track payments for Membership fee and course fees to match with payments received Payment information is held for 7 years in compliance with audit standards.
When LLIR chooses to contact you	Director of Communications receives your name, email address, Id Password and telephone number,	Provide update information, request feedback, request responses to surveys
When you are assigned to an LLIR course	Board Member who is Chair for your course (and any Volunteer Co-Chair) receives an electronic list showing name, email address, telephone number, accessibility needs and emergency contact	Manage class attendance and handle any emergencies.
When you are assigned to an LLIR course	Volunteer Greeters for course receive a hard copy list showing only member's name	Ensure registrant is in proper course.



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When you volunteer for a position	Board Member who is chair of your course receives an electronic list of volunteers for that course. List contains name, email address and telephone number.	Finalize volunteer support for course.
When you contribute to Friends of Glendon (FOG)	LLIR Director of Friends of Glendon	Glendon FOG office issues a tax receipt to the address shown on your cheque. If address information is not available, they contact LLIR Director responsible for FOG. The FOG Director is provided once a year with a list of members' contact information by the Registrar or Associate Registrar.

Board members are required to erase/shred all personal information (including lists given to volunteers) that they have received at the end of each course session.



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December 31, 2018