



## **MANAGEMENT OF MEMBERS' 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 Electronic Documents Act.

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

The personal information members provide LLIR is used 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. On occasion, LLIR may communicate by email information about other Third-Age organizations and programs of interest to our members including waitlist members.

If LLIR is going to use personal information for another purpose, then consent must be obtained.

LLIR will not disclose personal 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. For example, we will not be able to contact you with information about registration, course placements etc.

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 service provider such as Helcim. Billing and credit card information are not stored on the LLIR server.

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 Membership ID and Password as supplied by LLIR or by contacting the Registrar or Associate Registrar if they do not have internet access. We expect members to keep their information accurate and up to date.



For a question or complaint about the collection, use or disclosure of personal information please email [registrar@llirto.ca](mailto:registrar@llirto.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 and registration volunteer have signed a confidentiality agreement to protect your information and have 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.

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

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

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

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

LLIR uses your information as follows:

<b>Situation</b>	<b>Accessible by</b>	<b>Access Requirement</b>
When you apply to be an LLIR Member (via the Waitlist)	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, process assignment to LLIR courses, prepare mailings to members and contact volunteers.
When you volunteer for a committee or in-class role	LLIR Volunteer Director receives your name, address, email address and telephone number.	Manage volunteer data



Situation	Accessible by	Access Requirement
When you identify a need for accommodation	LLIR Registrar, Class Chairs, AV Coordinator receive your name and request.	Provide best accommodation possible for identified special need in consultation with the member to maximize classroom and online learning and handle emergencies.
When LLIR chooses to contact you	Director of Communications receives your name, email address, Membership ID, Password and telephone number.	Prepare mailings to members, 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, any accommodation requested and emergency contact.	Manage class attendance, provide accommodations requested (where possible) 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.
When you volunteer to assist in the classroom	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.