

Policy Number:	6751
Policy Title:	Information Privacy & Security
Approved by:	Academic Council
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Policy Statement

At University Canada West (UCW), we are committed to providing our students, employees, alumni, research participants, retirees, and other community members (“Members”) with exceptional service. As part of that commitment, we recognize the importance of privacy in relation to the personal information that we collect, use, and disclose. At all times, UCW strives to ensure the accuracy, confidentiality, and security of the personal information of our Members.

UCW is subject to the British Columbia Personal Information Protection Act (PIPA). In some circumstances, UCW may also be subject to the personal information protection laws of other jurisdictions.

Purpose

The purpose of this policy is to provide Members with information about how and why we collect, use and disclose personal information in compliance with applicable privacy laws. Questions about this policy and UCW’s personal information management policies and practices may be directed to our Privacy Officer at:

privacy@ucanwest.ca

< 1-604-915-9607 >

Scope

The Policy applies to all campuses and organizational units of UCW, and applies to all collection, use and disclosure of Member personal information.

All employees of UCW are responsible to protect the privacy of Member personal information. Employees are expected to act in compliance with the terms of this Policy, and to participate in regular privacy awareness training authorized by UCW.

Information collected about students

We collect, use and disclose personal information about our past, present and future students for the purposes of fulfilling our contractual obligations to them, for legitimate business and administrative interests and to comply with legal and statutory requirements, that include:

- recruitment, enrolment and registration;
- providing educational programs and related services;
- processing payments;
- evaluating and assessing academic performance;
- decisions about academic standing and student progression;
- decisions about academic awards, scholarships and bursaries;
- addressing or investigating misconduct, safety incidents and emergency circumstances;
- ensuring student safety while on campus;
- marketing and promotional activities;
- evaluating and improving programs and activities; and
- communications for any of the above purposes.

Information collected for these purposes includes:

- contact and emergency contacts
- Passport, visa and study permit images
- financial in the process of managing tuition and other fees
- educational and employment history including any prior academic performance or disciplinary history
- grades, assessments, applicable test and assignment results
- professional designations
- other information voluntarily provided that is relevant to admission, scholarships or participation in UCW programs and activities.

From time to time, there may be legitimate reasons for students to provide more sensitive information, such as health related documents (including any disability or medical condition and dietary requirements), data on race, ethnicity, religious beliefs, sexual orientation, or information about criminal convictions or offences. We only collect and process sensitive personal data where it is necessary for the above purposes and we will do so with notice and student consent, unless otherwise authorized by applicable privacy laws.

Information collected about alumni and research participants:

From time to time, we also collect, use and disclose personal information about other Members of the UCW community, such as alumni and research participants. Such information is collected, used and disclosed on the basis of consent and for UCW's legitimate business interests, that include:

- promotional and marketing activities,
- information about UCW events and activities;
- facilitating academic research;
- complying with legal obligations; and
- communications for one of the above purposes.

Information collected for these purposes may include:

- name and contact information,
- financial,
- relationship or standing with UCW.

Information collected on past, present and future employees:

We collect, use, disclose and maintain personal information about our employees for legitimate business reasons, for the purposes of establishing, managing and ending the employment relationship and for other purposes permitted under PIPA, such as:

- recruiting and hiring;
- improving and evaluating employment related programs and services;
- staffing, scheduling and business and service delivery purposes;
- performance evaluation and monitoring;
- promotion, demotion and discipline;
- to investigate specific incidents or issues involving employees;
- payroll and benefits administration;
- ensuring workplace safety ; and
- compliance with legal and other regulatory obligations.

Information Sharing

In order to provide educational programs and services to students, some personal information may be shared with our parent corporation, Global University Systems, which processes the information and assists UCW in evaluating applications, making decisions about admissions to programs and assessing and improving programs and systems. This information may also be shared with third parties who provide services to UCW, such as insurers, suppliers, advisors, and independent contractors. If information is shared with such third parties, they and their agents will be required to take all steps reasonably necessary to ensure that information remains secure and confidential.

From time to time, personal data might be shared with law enforcement or regulatory authorities where required or permitted by law to do so. This may include government agencies in British Columbia and Canada responsible for the delivery of post-secondary educational programs.

Information Collection

We always endeavour to provide Members with notice of why we collect personal information and how it will be used and disclosed.

We collect personal information by fair and lawful means, which means that where possible we will collect your personal information from you, unless another method of collection is permissible under PIPA.

Limitations of Collection

Personal information that is collected, used and disclosed is kept to what is reasonable and necessary maintaining a student's record and progression through UCW, including graduation or withdrawal records.

Personal information will only be used and disclosed for the purposes described in this Policy unless another use or collection is authorized under PIPA and other applicable privacy laws. If we wish to use your information for another purpose, then we will ask you for your consent.

Consent

Personal information about Members is collected, used and disclosed on the basis of express, deemed or implied consent, unless otherwise authorized by PIPA.

Individuals who have provided consent for collection, use or disclosure of their personal information have the right to withdraw consent at any time by giving written or verbal notice to the Privacy Officer. In some circumstances, withdrawing consent may affect our ability to provide services. For more information about how to withdraw consent, please contact the Privacy Officer set out above.

We are permitted to collect, use and disclose personal information about employees without consent to the extent reasonably required in order to establish, manage or end the employment relationship and for other purposes that are permitted under PIPA and applicable laws. If we seek to use your information for other purposes, we will ask for your consent before doing so.

Personal Information Retention

Personal information is retained for only as long as it is needed for academic, employment business, operational or legal reasons. Personal information that is used to make a decision about a Member will be retained for at least one year in compliance with PIPA. We are required by law to retain some personal information for longer periods.

How we protect your Personal Information

We protect personal information by implementing security safeguards appropriate to the sensitivity of the information, including through the use of the following measures:

- Physical (i.e. locked filing cabinets, restricted access, appropriate security measures when disposing of personal information)
- Organizational (i.e. security clearances, access only on a “need to know” basis)
- Technological (i.e. passwords, firewalls, data disconnection from the internet, and regular backups)
- Training of employees

Personal Information Accuracy

A reasonable effort is made to ensure that personal information is accurate, complete and current as required for the purposes for which it is collected. In some cases, UCW relies on Members to ensure that their information (such as contact information) is current, complete, and accurate.

You are entitled to request the correction of your personal information under PIPA. In order to do so, please contact the appropriate department or the Privacy Officer.

Right of access

Students and alumni have the right to request access to their personal information . UCW will endeavour to provide access, but may refuse to disclose such information that :

- is privileged, such as legal advice;
- is personal information of a third party;
- would threaten the mental or physical health of another person;
- constitutes UCW’s confidential or commercial interests;
- is otherwise permitted under PIPA.

The Registrar’s Office is the main point of contact for access to students and alumni personal information; HR is responsible for maintaining employee records; for all other Members, inquiries should be directed to the Privacy Officer.

Privacy Breaches

UCW will take prompt corrective action in the event of the loss, theft or any unauthorized collection, use and disclosure of personal information in accordance with the procedures appended to this Policy.

All Members are encouraged to report actual or suspected privacy breaches to the Privacy Office. Employees who become aware of information of an actual or suspected privacy breach are expected to immediately make a report to their direct management supervisor or the Privacy Officer.

Applicants from within the European Union

People who applied to UCW for admission or employment from a European country subject to the GDPR, may have certain rights that are in addition to the personal information protection rights available under Canadian laws, which are described in more detail below.

For the purposes of the GDPR, UCW is considered the data controller of the information that you provide to us for the purposes of applying to or participating in our educational or employment programs. This means that we are responsible to keep and use your personal data in accordance with applicable privacy laws.

Where it applies, the GDPR provides the right to:

- Request access to your personal data;
- Withdraw your consent if your personal data is being processed on the basis of your consent.
- Request the correction your personal data so that it is accurate;
- Object to the processing of your personal data, such as for marketing and profiling purposes;
- Request that we erase or delete your personal data;
- Request that we restrict or suspend the use of your personal data, such as where the information is no longer needed or was unlawfully processed;
- Request the transfer of your data to another party;
- Obtain your personal data in a portable format, such as in electronic form; or
- File a complaint about how we process your personal information.

To find out if these rights are available to you, please contact the Privacy Officer.

Definitions

These definitions apply to terms as they are used in this policy:

Word/Expression	Definition
Consent	A person’s voluntary agreement to the collection, use or disclosure of their personal information. Consent may be express, deemed or implied.
Deemed consent	Exists if we give an employee prior notice of a proposed collection, use or disclosure of their personal information and an opportunity to object, and we receive no objection from them.
Express consent	A deliberate written or verbal agreement for the collection of an individual’s own personal information.
Implied consent	Exists when an individual voluntarily provides their personal information for a purpose that would, at the time, be considered obvious to a reasonable person.

Personal Information	Information about an identifiable individual, but it does not include their business contact information. Personal information generally does not include an employee’s work product or information an employee compiles in the course of carrying out their employment responsibilities.
Privacy	The protection of the collection, usage, storage, destruction, and dissemination of personal information on alumni, students, staff, faculty, and University stakeholders.
Privacy Breach	Occurs when there is unauthorized access to or collection, use, disclosure or disposal of personal information
Record	A record of information in any form and recorded or stored in any manner, including paper, electronic, digital, audio, and video, but does not include a computer program or a mechanism that produces records on any storage medium
Privacy Officer	The position with overall management responsibility for privacy policy and procedures at the University. This is a functional description, not a title. The University Privacy Officer is appointed by the President of the University.

Applicable legislation

- Personal Information and Protection Act (PIPA)

Related policies

Policy Number	Policy Title
6750	Records Retention
5011	Research Ethics

Associated procedure

Procedure Number	Procedure Title
6751p	Privacy Breach Response

Responsibility

President

The President has ultimate accountability for compliance with privacy provisions. The President may delegate their powers in whole or in part, but the delegate may not sub-delegate.

Privacy Officer

- Receives, investigates, and responds to all personal information inquiries or complaints.

- Facilitates access to the Members' personal information who may request corrections to personal information so that it is complete and accurate.
- Ensures that personal information is secured.
- Ensures the protection of personal information safeguarded by UCW including:
- Ensures access to personal information is limited to those employees who require access to the information in the performance of their job function.
- Helps establish and maintain reasonable security safeguards to prevent unauthorized access of its computer system and hard copy files.
- Ensures that personal information is only collected for purposes listed in this policy.
- Ensures that personal information kept is accurate and current.
- Safeguards the destruction of personal information (when required) in a manner that maintains the confidentiality of that personal information.