



## **Greater Toronto Hockey League (GTHL) PRIVACY POLICY**

### **BACKGROUND**

The Greater Toronto Hockey League ("GTHL") is the governing body for amateur hockey in a specific geographical jurisdiction of Ontario. In co-operation with Minor Hockey Alliance of Ontario, Northern Ontario Hockey Association, Ontario Hockey Association, Ontario Hockey League, Ontario Minor Hockey Association, Ontario Women's Hockey Association ("Member Partners"), their respective member associations / organizations and Hockey Canada, the GTHL governs Hockey throughout its jurisdiction.

Hockey Programming involves making all arrangements for amateur hockey leagues, teams and games including selection and training of coaches and referees, deciding which players may participate at which level, and establishing appropriate rules and regulations for amateur hockey. As a result of programming, information is collected by the GTHL or its aforementioned partners, for the purposes of determining if transfer regulations may apply, monitoring scouting, gauging the success of certain programs in order to improve upon them, facilitating emergency contact, providing educational opportunities and/or career opportunities, researching and facilitating electronic updates/contacts.

### **PURPOSE OF THIS POLICY**

The GTHL has developed this Privacy Policy for implementation beginning January 1, 2004. This Policy describes the way in which the GTHL collects, uses, retains, safeguards, discloses and disposes of the personal information of prospective members, members, and others including players, parents, trainers, coaches, referees, managers, volunteers and employees.

This Policy describes the way that the GTHL will, subject to applicable legal requirements, adhere to all relevant federal and provincial legislative privacy requirements. The Policy follows the 10 Canadian Standards Association (CSA) principles identified in the federal Personal Information Protection and Electronic Documents Act (PIPEDA). The Policy describes each principle and the method of implementing each. The GTHL will strive to meet or exceed federal and provincial legislative requirements and will ensure that it remains current with changing technologies and laws. Any and all changes will immediately be posted to the GTHL web site ([www.GTHLCanada.com](http://www.GTHLCanada.com)).



## **1. Accountability**

- 1.1 The GTHL shall designate the President and Executive Director as the Privacy Officer(s) for the GTHL and they are jointly accountable to the Board of Directors for compliance with this Policy. The Privacy Officer(s) will be responsible for the GTHL's compliance with PIPEDA privacy principles and for responding to access requests in accordance with this Policy.
- 1.2 Each of the seven Member Partners, their Associations and Clubs affiliated with the GTHL shall designate and identify to the GTHL and membership an individual or individuals as their Privacy Officer(s) and identify an appropriate hierarchy of contact and accountability for information.
- 1.3 The name(s) of the individual(s) listed as the GTHL Privacy Officer(s) shall be made available upon request or by visiting the GTHL website and Handbook. In the case where neither of these individuals is available upon request, a delegate may act on their behalf.
- 1.4 The GTHL's Privacy Officer(s) will ensure that the GTHL is accountable for all personal information in its possession including that which may be transferred to a third party. Third party organizations who handle information on behalf of the GTHL shall be contractually obligated to adhere to the standards of the GTHL Privacy Policy.
- 1.5 The GTHL will implement internal policies which will facilitate adherence to the Privacy Policies including but not limited to the following:
  - Security measures at all levels designed to protect personal information in its possession.
  - Procedures designed to respond to complaints and/or inquiries
  - Staff training in all facets of information management, including awareness of the GTHL's Privacy Policy and subsequent policies and procedures developed in accordance with the Policy.

## **2. Identifying Purposes**

- 2.1 The GTHL shall only collect information necessary to conduct hockey programming. Access to our Privacy Policies and procedures will be readily available. Similarly, the process by which challenges may be made to the GTHL's compliance and/or adherence to the legislation in question shall be readily available.
- 2.2 The GTHL collects personal information for the purpose of providing hockey programming, which endeavours to meet the individual needs of each participant.
- 2.3 The GTHL recognizes that hockey by its nature is a contact sport and injuries are to a certain extent, inherent in the game. Medical records, medical history and medical forms of the individual may be of assistance in an emergency situation and as such may be requested. While participants are under no obligation whatsoever to supply this information and may refuse to do so without penalty, the GTHL will consider receipt of this information as consent for its subsequent use in an emergency medical situation.



- 2.4 The GTHL will request individual permission for the use of any data collected which is extraneous to that which has been identified above, unless said usage is authorized by law.

| <b>Type of Personal Information</b>   | <b>Purpose of Collecting</b>   |
|---|--|
| A participant's name, <i>gender</i> , place of residence and date of birth.                           | To determine that the participant's geographical, division and level of play information are consistent with GTHL, OHF and Hockey Canada regulations.  |
| Historical information concerning past teams played for.  | To determine if any Hockey Canada transfer regulations apply.  |
| A participant's skill and development level and feedback on programs, honours and awards received.    | To measure the success of our programs and maintain governance.  |
| A participant's parents (if applicable); name, address, telephone number(s), email addresses and fax. | To facilitate emergency contact information and to ensure compliance with Hockey Canada residency regulations.   |
| Educational information   | To ensure all Hockey Canada residency regulations have been adhered to.  |
| E-mail addresses and fax  | To facilitate membership communication.  |
| Skill levels, ability, emergency contacts and health concerns   | To ensure our activities are carried out in a safe and secure environment.   |
| Resumes   | To identify potential future employment candidates.  |
| Registration information  | To conduct research studies including but not necessarily limited to hockey demographic type research.<br>To be made available to related organizations, Branches, associations, leagues and/or third party service providers. |
| Appeal Information  | To administer appeals and any related proceedings, and the Rules, Regulations and By Laws of the GTHL, OHF and Hockey Canada.  |

- 2.5 The information will be collected via an oral and/or written agreement to allow the individual submitting information an opportunity to opt-out of the use of personal information for third parties.
- 2.6 All information is kept for the duration of seven years or as long as required to fulfill the purposes identified, unless permission is obtained from the member providing the information to hold it for a different length of time.
- 2.7 The GTHL will endeavour through its Member Partners to advise potential registration candidates of the purpose for the collection of their data at the time of registration. This information will be made available by reference to the GTHL website or Handbook. The GTHL will further endeavour to ensure that all collectors of the personal information are familiar with the potential use of the data. Any other purpose of collection will be stated at time of collection.
- 2.8 All data collected by the GTHL shall be maintained in the GTHL office, the OHF office or the office of the applicable Member Partner. All such offices are listed on the GTHL web site.



- 2.9 The GTHL may also use information about user access to secure areas of the GTHL website. Information you are asked to provide during your use of the GTHL web site may include your name, address, e-mail address, age, sex and will be treated within the same parameters as other personal information collected by Hockey Canada through other means. It will always remain your choice to provide information in certain fields.

### **3. Consent**

- 3.1 The GTHL will use the personal information for the uses specified in section 2.
- 3.2 All members of the GTHL have the ability to consent to the use of their personal information on a yearly basis. A member of the GTHL agrees that the act of registering constitutes implied consent to such use of their personal information by the GTHL, its Member Partners, and their Associations, the OHF and Hockey Canada.
- 3.3 Beginning with the 2004-2005 season registration, members will have the opportunity to choose whether information other than name, address, birth date, and information concerning registration, discipline, and honours and awards received may be kept for a longer period than otherwise mentioned.
- 3.4 If at any time you wish to withdraw your consent to the use of your information for any purposes, you may do so by contacting the GTHL Privacy Officer(s) at any time, subject to legal or contractual restrictions and by providing reasonable written notice. Previous consent will be removed from the GTHL data base upon receipt of a written request and that request will be communicated to all Member Partners, their Associations, the OHF and Hockey Canada within 10 business days.
- 3.5 The GTHL may collect personal information without consent where reasonable to do so and where permitted by law.

### **4. Limiting Collection**

- 4.1 The GTHL and its Member Partners shall only collect personal information in a fair and lawful manner as set forth in this Privacy Policy.
- 4.2 The GTHL shall not indiscriminately collect information. The amount and type of information collected shall be limited to that which is required to fulfill its identified purposes.
- 4.3 The GTHL will not use any form of deception in gaining personal information from its members.

### **5. Limiting Use, Disclosure and Retention**

- 5.1 The GTHL, its Member Partners, their Associations, the OHF and Hockey Canada shall limit the use of personal information collected to purposes that are listed in Section 2.2 (Identifying Purposes) and 3.2 (Consent) and will not disclose the information for other purposes except as requested and permitted by applicable law.
- 5.2 Prior to enlisting the services of third party organizations, the GTHL will contractually commit those parties to treat your personal information in a manner consistent with this Privacy Policy.



- 5.3 The GTHL may disclose your personal information to a government authority that has asserted its lawful authority to obtain the information or where the association has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court, person, or body with jurisdiction to compel the production of the information or otherwise as permitted by applicable law.
- 5.4 The GTHL may at its discretion release personal information for the purposes of collecting debts which may be owed to the OHF.
- 5.5 The GTHL shall retain documents concerning registration, performance activities, discipline, events and honours and awards received for specific periods of time dependant upon necessity or destroyed accordingly when it is deemed appropriate. More specifically:
  - Registration data will be retained for a three year period after an individual has left the GTHL programs in case that individual chooses to return to the GTHL programs after leaving; and
  - Parental/Family information will be maintained for a similar three year period after a member has left our programs.
- 5.6 Other personal information will be retained by the GTHL for regulated timeframes as requested by legislation governing its operation and/or the information provided, after which time (unless consent is given to keep information for a longer period) the information will be destroyed in a secure manner.
- 5.7 If there is no legislative requirement to retain other information it will be kept for a minimum of 24 months from the time it was provided.

## **6. Accuracy**

- 6.1 The GTHL shall strive to ensure to the extent that it can, that the information entrusted to it is maintained in an accurate manner. Members will have the ability to view and review data provided on their application for membership at any time through the Hockey Canada and GTHL Hockey Management System (HMS) or equivalent in certain Member Partner jurisdictional areas. The GTHL shall attempt to maintain the privacy interests of the individual and attempt to ensure that decisions are not made for or about an individual based on personal information that may be flawed.
- 6.2 The GTHL shall only update information if a request is made in writing.

## **7. Safeguards**

- 7.1 Security safeguards will be implemented to ensure your personal information is protected from theft as well as unauthorized use or access, disclosure, copying, or modification thereof.
- 7.2 All information collected by the GTHL (as per 2.2) will be considered highly sensitive. As such, a high level of security will be practiced at all times.
- 7.3 Methods of protection and safeguards to be employed shall include but in no way be necessarily limited to locked files, offices and storage areas, security clearances and need to know access as well as technological measures such as passwords and encryption.



- 7.4 These measures will be subject to yearly reviews by the GTHL and its Privacy Officer(s) to ensure the best methods possible are being utilized to maximize effectiveness.



## **8. Openness**

- 8.1 The GTHL publicly discloses the methods by which personal information is handled. This information is readily available through its Privacy Policy, on its website or upon request by contacting the GTHL Privacy Officer(s).
- 8.2 The information available includes:
  - The name address and phone number of the GTHL Privacy Officer;
  - The forms (attached) to access your information or change your information; and
  - A description of the type of personal information and our general uses thereof (review chart in section 2.2 for more details).
- 8.3 If any participant shall have a question regarding the personal information collected, the investigation may be initiated to the GTHL Privacy Officer(s), then directly to the GTHL.

## **9. Individual Access**

- 9.1 Subject to applicable legislation, upon request by the individual concerned the GTHL shall disclose whether or not it actually holds personal information on an individual. The GTHL shall disclose the source of this information when requested and provide an account of third parties to whom the information may have been disclosed.
- 9.2 The GTHL may request sufficient information to confirm your identity before releasing your personal information to you.
- 9.3 Subject to applicable legislation, the GTHL shall endeavour to provide this information within 30 days of receipt of the request for information and only charge nominal fees for the purpose of satisfying its expenses incurred in the supply of requested information. This information shall be provided in an understandable format.
- 9.4 A member may challenge the accuracy and completeness of the information through written request and any inaccurate information which may be so validated, shall be corrected and any third parties shall be notified of the corrections as per 3.4 (Consent).

## **Challenging Compliance**

- 10.1 The GTHL has established a set of procedures for the resolution of grievances in the administration of its Privacy Policy.
- 10.2 Prospective members and staff may challenge the GTHL's compliance with this Policy by contacting the GTHL Privacy Officer(s) or/and Privacy Officer(s) responsible for their geographic area. Upon receipt of a complaint the GTHL shall make available the complaint procedures which will be simple and easy to access.
- 10.3 The GTHL shall investigate all complaints made to it. If the complaint is deemed justified, the GTHL shall take the appropriate steps to ensure that compliance is achieved and will make changes to its policies to allow for compliance in the future.
- 10.4 All complaints shall be addressed to the GTHL Privacy Officer(s). GTHL policies and procedures must be adhered to in order to have the challenge dealt with in an appropriate and timely fashion.



**Privacy Statement:** The information requested on this form is required by the Greater Toronto Hockey League (GTHL) (their executives, employees, coaches and volunteers) for the purpose of rules and regulations administration by the GTHL including notification of any events or other activities. In order to do so, the GTHL, its Member Partners and Hockey Canada may, if required request proof of a player's identity, address and date of birth.

**OPT-OUT PROVISION**

I acknowledge and understand that, for the purposes of offering additional products and services that may be of interest to the participant or the participant's family, the GTHL may use or disclose the participant's name and address collected on this form to third parties. As the above-mentioned participant, or the participant's legal guardian, if you do not wish that information used or disclosed for the purpose of offering you such additional products and services, please check here:

**Privacy Statement for Documents other than Registration Cards:** The Greater Toronto Hockey League (GTHL) is committed to respecting and protecting the privacy of our Member Partners, their Associations, individual members, their families and our employees. The information collected on this form will be used for the sole purpose of administering the Rules, Regulations and By Laws of the GTHL and/or for the purpose of registering the individual in the program for which they have enrolled and may be used to provide them with the information necessary for participation.

**Privacy Statement for Appeal Documents**

The Greater Toronto Hockey League (GTHL) is committed to respecting and protecting the privacy of our Member Partners, their Associations, individual members, their families and our employees. The personal information collected on this form and on any documents collected by the GTHL with respect to this Appeal and any related proceeding will be used for the sole purpose of administering this Appeal, any related proceedings, and the Rules, Regulations and By-laws of the GTHL, the OHF and Hockey Canada. Any such documents containing personal information will, upon request, be returned to the party submitting them when no longer needed for those purposes.





# GREATER TORONTO HOCKEY LEAGUE

## JOB DESCRIPTION

|                    |   |
|--------------------|---|
| <b>POSITION:</b>   | Privacy Officer   |
| <b>EMPLOYEE:</b>   | Executive Director  |
| <b>REPORTS TO:</b> | President   |
| <b>LOCATION:</b>   | Greater Toronto Hockey League                             |
| <b>STATUS:</b>     | Full-time (added to an existing staff's responsibilities) |
| <b>DATE:</b>       | January 1, 2004   |

---

### GENERAL RESPONSIBILITIES:

- Introduction and implementation of the Privacy Program
- Liaise with Privacy Commissioners/Government Agencies
- Conduct ongoing privacy audits
- Ensure compliance to Federal/Provincial legislation
- Educate and train GTHL staff in Privacy issues/procedures
- Liase with Member Partner and Association's Privacy Officers and provide counsel/assistance
- Main contact for privacy issues and/or complaints and inquiries

### ESSENTIAL SKILLS:

- Strong interpersonal skills
- Strong organizational capabilities
- Knowledge of relevant privacy legislation
- Experience in policy development and training
- Background in compliance, legal issues or quality assurance
- Crisis management skills

### SPECIFIC RESPONSIBILITIES:

- Responsible for the implementation of GTHL Privacy Policy
- Responsible for the training of GTHL and Volunteers in Privacy Policy compliance
- Direct contact for all external and Member Partner inquiries on Privacy issues
- Responsible for maintaining up to date knowledge of Federal and Provincial legislation



## Request to Correct Personal Information

Personal information on this form is collected under the Greater Toronto Hockey League's Privacy Policy and will be used to respond to your request. Instructions for completing this form are below.

### About you

|   |  |                     |          |            |                |
|---|--|---------------------|----------|------------|----------------|
| <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.<br><input type="checkbox"/> Dr. <input type="checkbox"/> Miss |  | Last Name           |          | First Name |                |
| Name of company or organization (if applicable)   |  |                     |          |            |                |
| Mailing Address   |  |                     |          |            |                |
| City or Town  |  |                     | Province |            | Postal Code    |
| Telephone (daytime)   |  | Telephone (evening) |          | Fax number | E-mail address |

### About your request

- Whose information do you want to correct?
  - Your own personal information
  - Another person's information (Please attach proof that you can legally act for that person.)

### About the information you want to correct

- What personal information needs to be corrected? Please provide as much detail as possible. (Be sure to provide the complete name that is in the records if it is different from the name provided above. If you need more space, please attach a separate sheet of paper.)

- What correction do you want to make and why? (Please attach any documents that support your request.)

### Your signature

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

### For Greater Toronto Hockey League use only

|               |                 |
|---------------|-----------------|
| Date received | Request number: |
|---------------|-----------------|



### **How to complete the form**

You can correct information in many public body records without making a request under the Greater Toronto Hockey League's (GTHL) Privacy Policy. To determine whether you need to make a request under the Policy or if you need help completing the form, contact the GTHL Privacy Officer. GTHL Office (416) 636-6845.

### **About you**

Check the title by which you prefer to be addressed and enter your last name and first name. Enter your complete mailing address and your daytime and evening telephone numbers. The Greater Toronto Hockey League may need to contact you if they have any questions about your request. If you have a fax number or E-mail address where correspondence can be sent, enter them in the spaces provided.

### **About your request**

Whose information do you want to correct? Indicate whether you want your personal information or another person's information to be corrected.

**Your personal information:** If you want your records to be corrected, you will have to provide proof of your identity.

**Another person's information:** If you want the records of another person to be corrected, you will have to provide proof that you have the authority to act for that person. For example, you might provide proof that you are the person's guardian or trustee or that you have power of attorney for the person.

### **About the information you want to access**

1. What records contain the information that you want corrected? Please be as specific as possible in describing the records. The more specific your request, the quicker and more accurately it can be answered. If you need more space, please continue your description on a separate sheet of paper and attach it to this request form.

If you want a correction made to your own personal information, please be sure that you give:

- your full name
- any other names that you have used on the records; and
- any identifying number that relates to the records, such as your employee number, case number or other identification number.

If you want a correction made to another person's information, please give:

- the person's full name;
- any other name that person may have used on the records; and
- any identifying numbers for the person if you know them.

2. What corrections do you want to make? What is incorrect about the information that is currently on the record? Please be specific.

### **Your signature**

Sign and date the application and send it to the GTHL Privacy Officer at:

**Greater Toronto Hockey League  
57 Carl Hall Road,  
Toronto, ON  
M3K 2B6**



## Request to Access Information

Personal information on this form is collected under the Greater Toronto Hockey Leagues Privacy Policy and will be used to respond to your request. Instructions for completing this form are below.

### About you

|   |                     |            |                |
|---|---------------------|------------|----------------|
| <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.<br><input type="checkbox"/> Dr. <input type="checkbox"/> Miss |                     | Last Name  | First Name     |
| Name of company or organization (if applicable)   |                     |            |                |
| Mailing Address   |                     |            |                |
| City or Town  |                     | Province   | Postal Code    |
| Telephone (daytime)   | Telephone (evening) | Fax number | E-mail address |

### About your request

- What kind of information are you requesting access to?
  - General information (Please attach the fee of \$10.)
  - Personal information (No initial fee is required for personal information.)
- Do you want to: (a) receive a copy of the record  **OR** (b) examine the record?

### About the information you want to access

1. What records do you want to access? Please provide as much detail as possible. (If you want access to your personal information, be sure to provide all of your previous names. For access to another person's information, you must attach proof that you can legally act for that person. If you need more space, please attach a separate sheet of paper.)

2. What is the time period of records? Please provide specific dates. (See instructions provided below for details.)

### Your signature

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

### For Greater Toronto Hockey League use only

|               |                 |
|---------------|-----------------|
| Date received | Request number: |
|---------------|-----------------|



### How to complete the form

You can access many Greater Toronto Hockey League (GTHL) records without making a request under the Privacy Act. To determine whether you need to make a request under the Policy or if you need help completing the form, contact the GTHL Privacy Policy Officer. GTHL Office (416) 636-6845.

### About you

Check the title by which you prefer to be addressed and enter your last name and first name. Then enter the name of the company or organization that you are representing, if applicable. Enter your complete mailing address and your daytime and evening telephone numbers. The GTHL may need to contact you if they have any questions about your request. If you have a fax number or E-mail address where correspondence can be sent, enter them in the spaces provided.

### About your request

If you need help to find out what records the GTHL has, please contact GTHL's Privacy Officer.

1. What kind of information are you requesting? Indicate whether you are requesting general or personal information.

**General Information:** If you are making a request for general information, there will be an initial fee of \$10. The records are provided when the fee is paid in full.

**Personal information:** If you are requesting records containing your personal information, you will have to provide proof of your identity before the records are released to you. If you are requesting records for another person, you will have to provide proof that you have the authority to act for that person. For example, you might provide proof that you are the person's guardian or trustee or that you have power of attorney for the person. There is no fee for accessing personal information unless the cost of producing copies is more than \$10. In these cases, you will be notified of the fee.

2. Do you want to receive a copy of the record or examine the record? Check the appropriate box?

### About the information you want to access

1. What information are you requesting access to? Please be as specific as possible in describing the records. The more specific your request, the quicker and more accurately it can be answered. If you need more space, please continue your description on a separate sheet of paper and attach it to this request form.

If you are requesting your own personal information, please be sure that you give:

- your full name
- any other names that you have previously used; and
- any identifying number that relates to the records, such as your employee number, case number or other identification number.

If you are requesting another person's information, please provide:

- the person's full name;
- any other names that person may have used on their records; and
- any identifying numbers for the person if you know them.

If you are requesting records for another person, you will have to provide proof that you have the authority to act for that person.(see Personal Information above for possible identification options)

2. Enter the time period of the requested records. For example, if you are requesting records for the period January 1, 1993 to August 31, 1994, enter those dates in the space provided. If you want records from August, 1996 to present, enter "August, 1996 to present."

### Your signature

Sign and date the form and send it to GTHL's Privacy Policy Officer at:

**Greater Toronto Hockey League  
57 Carl Hall Road,  
Toronto, ON  
M3K 2B6**