



**CANADIAN HISPANIC VILLAGE
HOUSING CO-OPERATIVE LTD.**

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OPERATIONS POLICY

SUBJECT: *Privacy Policy*

APPROVAL DATE: *December 22, 2013*

APPROVED BY: *Board of Directors*

DATE OF AMENDMENT OR REPLACEMENT:

Canadian Hispanic Village Housing Co-operative is committed to safeguarding the personal information entrusted to us by our members. We manage your personal information in accordance with Alberta's Personal Information Protection Act and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information.

The Co-operative collects, uses and discloses personal information only for the purposes related to the management and operation of the property, and only with consent, or as permitted by law.

Personal information includes:

- *Contract information (address, telephone number, email, fax, etc)*
- *Household size and composition*
- *Household income*
- *Place of employment*
- *Previous housing situation*
- *Housing charge payment record*
- *Credit rating*
- *Age and gender*
- *Medical information*
- *Any incidence of property damage*
- *Complaints filed by others concerning the household (e.g., noise complaint)*
- *Next of kin and emergency contact.*

Information that is not protected includes:

- *Information that is already public*
- *Information about debts owed to the Co-operative*

- *Information in the individual's interest when the individual cannot give consent (threat to member's health, life or security)*
- *Information to help in the investigation of a suspected breach of the law*

The Co-operative uses and discloses personal information only for the purpose for which the information was collected.

The Co-operative makes every reasonable effort to ensure that personal information is accurate and complete. We rely on members to notify the Office Coordinator of any change to their personal information which may affect their relationship with Canadian Hispanic Village Co-op.

The Co-operative stores personal information securely to prevent unauthorized use and will destroy personal information when Canadian Hispanic Village Co-op no longer needs it.

Members have a right to access their own personal information, subject to some exceptions. For example, Canadian Hispanic Village Co-op is required under the Personal Information Protection Act to refuse to provide access to information which would reveal personal information about another individual.

Members may make a request for access to their personal information by writing to the Office Coordinator or Chair of the Board of Directors. The Co-operative will respond to your request within 3 working days.

If a member of the Co-operative wishes to file a complaint about how Canadian Hispanic Village Co-op deals with personal information, that complaint must be made in writing to the PIP Officer.