

PRIVACY POLICY

1. Introduction

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.beaconcs.ca, use our services and programs, or interact with us on social media. This policy is governed by and operated in accordance with the laws of British Columbia and Canada, including the Personal Information Protection Act (PIPA) of British Columbia.

The Personal Information Protection Act (PIPA) is British Columbia's privacy law governing how private sector organizations collect, use, and disclose personal information. PIPA aims to balance an individual's right to protect their personal information with an organization's need to collect, use, or disclose personal information for reasonable purposes. Under PIPA, individuals have the right to access their personal information and to know how it is used by organizations. This privacy policy is designed to comply with PIPA's requirements and to ensure transparency in our handling of personal information.

2. Definitions

- 2.1. "Contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual.
- 2.2. "Employee personal information" means personal information about an individual that is collected, used or disclosed solely for the purposes reasonably required to establish, manage or terminate an employment relationship between the organization and that individual, but does not include personal information that is not about an individual's employment.
- 2.3. "Personal information" means information about an identifiable individual and includes employee personal information but does not include contact information, or work product information.
- 2.4. "Work product information" means information prepared or collected by an individual or group of individuals as a part of the individual's or group's responsibilities or activities related to the individual's or group's employment or business but does not include personal information about an individual who did not prepare or collect the personal information.

3. Accountability for your personal information

Beacon Community Association, operating as Beacon Community Services ("we", "us", "our" or "BCS") located in Victoria, British Columbia, Canada, is responsible for protecting your personal information and complying with applicable legislation governing the use of your Personal information.

4. Information We Collect

We collect information that you provide directly to us, information we collect automatically when you use our services or enroll in our programs, and information from third parties. We collect only the personal information necessary for the purposes identified. Collection is done by fair and lawful means.

4.1. Information You may Provide to Us:

- a) Personal identification information (Name, family details, email address, home address, phone number, etc.)
- b) Demographic information (Age, gender, family status, location, etc.)
- c) Payment information (Credit card numbers, banking information, etc.)
- d) Any other information you choose to provide

4.2. Information We Collect Automatically:

- a) Usage details (IP address, browser type, pages visited, time spent on pages, etc.)
- b) Device information (Hardware model, operating system, unique device identifiers, etc.)
- c) Location data (If you grant permission)
- d) Cookies and similar tracking technologies

4.3. Information Collected Through Social Media:

- a) We may collect information you post on our social media pages or when you interact with our social media content. This may include comments, likes, shares, and messages sent to us.

4.4. Information Collected Through Third Parties:

We may collect personal information from third parties for service provision, legal compliance, or other legitimate purposes. This is done in accordance with laws and consent requirements. The categories of third parties from which we may collect information include:

- a) Credit reporting agencies: For financial transactions or eligibility assessments.
- b) References: Information provided by references in employment or volunteer contexts.
- c) Public sources: Publicly available information from government records, professional licenses, or other public databases.
- d) Service providers: Information may be collected by third-party service providers acting on our behalf, such as payment processors, IT service providers, and other partners who support our operations. These providers are required to handle your information in compliance with our privacy standards and applicable laws.
- e) Authorized individuals/organization: Information provided by family members, guardians, or other authorized individuals/organization acting on behalf of the person.
- f) Health care providers: In contexts where BCS provides health-related services, with appropriate consent or as allowed by law.
- g) Law enforcement or government agencies: Information provided as part of background checks or investigations or for any other lawful purpose(s).

5. Consent

We obtain consent for the collection, use, and disclosure of personal information, except where permitted or required by law. Consent may be expressed or implied. We will not make consent a condition of supplying a product or service, unless necessary.

Individuals may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. However, please be aware that withdrawing your consent may affect our ability to provide you with certain services or benefits. For example, if you withdraw consent for us to collect and use essential personal information, we may no longer be able to:

- a) Provide you with specific programs or services that require this information.
- b) Process payments or donations.
- c) Communicate with you about important updates or changes to our services
- d) Maintain your account or membership status (if applicable.)

We will inform you of the specific consequences of withdrawing consent when you make such a request. In some cases, withdrawing consent may result in the termination of your relationship with Beacon

Community Services. We will retain any personal information necessary to comply with legal obligations or to protect our legitimate interests.

6. How We Use Your Information

We use the information we collect only for purposes that a reasonable person would consider appropriate in the circumstances, including:

- a) Providing and maintaining our services and programs.
- b) Personalizing your experience with our community services.
- c) Communicating with you about our programs and services.
- d) Processing payments for applicable services/donations.
- e) Ensuring security and preventing fraud.
- f) Analyzing usage of our services to improve our community offerings.
- g) Complying with contractual and legal obligations under British Columbia and Canadian law.
- h) Responding to your inquiries or comments on social media.
- i) With your consent, for any other purposes disclosed to you at the time of collection.

7. Sharing of Your Information

We may share your information in the following situations:

- a) With service providers who perform services for us.
- b) To comply with contractual and legal obligations.
- c) To protect and defend our rights and property.
- d) With your consent or at your direction.

8. Retention

We will retain your information for as long as necessary to fulfill the purposes outlined in this privacy policy, unless a longer retention period is required or permitted by law. When personal information is no longer required, we have procedures to destroy, delete, or anonymize it.

9. Security of Your Information

We implement appropriate managerial, technical, operational, physical, and organizational measures as per applicable laws and regulations to address the risks corresponding to our use of your Personal information, including loss, alteration, or unauthorized access to your Personal information, and empowering you to exercise your rights. We require our service providers to do the same through contractual agreements. However, you should be aware that any transmission of your Personal information through the internet is at your own risk.

10. Third-Party Links

Our website may contain links to third-party websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

11. Notification of Privacy Breach

In the event of a privacy breach involving personal information under our control, we will follow our Privacy Breach Response Protocol. This includes assessing the breach, containing it, notifying affected individuals and relevant authorities if required, and implementing measures to prevent future breaches.

12. Your Rights

12.1. You have certain rights regarding your personal information under PIPA, including:

- a) The right to access your personal information
- b) The right to correct inaccurate information
- c) The right to withdraw consent for the collection, use, or disclosure of your personal information.

12.2. To exercise these rights, please contact us using the information provided in the "Contact Us" section.

12.3. We make reasonable efforts to ensure personal information is accurate and complete. We will update personal information as necessary for the purposes for which it was collected.

12.4. A request to access or correct personal information should be made in writing and provide sufficient detail to identify the personal information and the correction being sought. Upon written request, we will inform individuals of the existence, use and disclosure of their personal information and provide access to that information, except where prohibited by law. We will respond to access/correction requests within 30 days or provide written notice if we require additional time.

12.5. If you are not satisfied with our response to your privacy-related request, you may contact the Office of the Information and Privacy Commissioner for British Columbia (OIPC):

Office of the Information and Privacy Commissioner for British Columbia
PO Box 9038 Stn. Prov. Govt.
Victoria, BC V8W 9A4
Telephone: 250-387-5629
Email: info@oipc.bc.ca
Website: www.oipc.bc.ca

13. Contact Us

Corrections, requests, or questions may be directed in writing to the attention of the Privacy Officer at:

Attn: Privacy Officer
Beacon Community Services
2723 Quadra Street, Victoria,
BC V8T 4E5, Canada
Email: privacy@beaconcs.ca
Phone: 250-658-6407

14. Changes to This Privacy Policy

We may update our privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page and updating the "Version History" at the top of this policy.

15. Consent

By using our website www.beaconcs.ca, our services, or interacting with us on social media, you consent to our privacy policy and agree to its terms. You acknowledge that you have read and understood this policy, and that you are aware that we are collecting, using, and disclosing your personal information in accordance with this policy and applicable laws.