

**COLLEGE OF ALBERTA PROFESSIONAL FORESTERS
and
COLLEGE OF ALBERTA PROFESSIONAL FOREST TECHNOLOGISTS**

PROTECTING PERSONAL INFORMATION

PERSONAL INFORMATION PROTECTION POLICY

April 2019

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INTRODUCTION

The College of Alberta Professional Foresters (CAPF) and College of Alberta Professional Forest Technologists (CAPFT) are governed by the *Regulated Forestry Profession Act*, the Registered Professional Foresters Regulation, Registered Professional Forest Technologists Regulation and CAPF and CAPFT bylaws. In meeting its regulatory obligations, the Colleges collect, manipulate and use information, which describe the individual attributes of the Members.

The Colleges are committed to protecting the personal information entrusted by its Members. Personal information is managed in accordance with the provincial *Personal Information Protection Act* (PIPA), which is deemed to be substantially equivalent to the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA) legislation.

The Colleges Personal Information Protection Policy outlines the principles and practices followed in protecting personal information under their custody and control. This policy also applies to any third party persons or businesses providing services to or on the Colleges' behalf.

CONTACT

The Registrar has been authorized by the Council of the Colleges to be the designated individual to ensure that the Colleges are in compliance with PIPA. The Registrar is also the contact person for answering questions regarding the Acts and receiving requests for personal information and complaints under the Acts. College employees, Council members and Members of College committees are informed by the Registrar of the Colleges' personal information protection policy and procedures to ensure the protection of Members' personal information. All individuals accessing personal information are expected to maintain this confidentiality at all times. The Registrar is the only person who is authorized by the Colleges to release personal information.

A Member has the right, at any time, to contact the Information and Privacy Commissioner appointed under the *Freedom of Information and Protection of Privacy Act* regarding questions and complaints.

PERSONAL INFORMATION

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual.

In accordance with the Act and Regulation, the Colleges collect information during the application process regarding: education, forestry work experience, areas of practice and specialties, employment, past professional conduct, work eligibility, practice restrictions and status of practice permit.

The Colleges normally collect personal information directly from its Members. The Colleges may collect personal information from other persons with the consent of the Member or as authorized by law. The Colleges will inform the Member regarding the collection of personal information and the purposes for collection of this information.

CAPF may collect, use or disclose a Member's personal information without consent only as authorized by law.

WHY THE COLLEGES COLLECT PERSONAL INFORMATION

This information is collected in order to fulfill the Colleges' obligations as defined in the *Regulated Forestry Profession Act* (RFPA) and Registered Professional Foresters Regulation. Section 27 of the RFPA and Part 2 of the Regulation identifies information required for maintaining Member registers (regulated and non-regulated) and the issuance of practice permits.

HOW YOUR PERSONAL INFORMATION IS USED

Personal information collected is used to determine registration eligibility, membership privileges and practice permit issuance. The Colleges use the information collected in order to protect the public from unprofessional conduct.

CAPF DOCUMENTS PERTAINING TO PIPA

1. Personal information protection policy

2. Guidelines and procedures for complaints handling of personal information
3. Procedures for accessing information regarding regulated Members of the College of Alberta Professional Foresters (CAPF)
4. Privacy assurance template (for third-party use of personal information)
5. Personal information protection complaint form

COMMITMENT

The Colleges will protect Member personal information, in accordance with the [10 principles of privacy](#), which have been established by the Government of Canada and the Government of Alberta.

Principle 1 – [Accountability](#)

Principle 2 – [Identifying Purposes](#)

Principle 3 – [Consent](#)

Principle 4 – [Limiting Collection](#)

Principle 5 – [Limiting Use, Disclosure, and Retention](#)

Principle 6 – [Accuracy](#)

Principle 7 – [Safeguards](#)

Principle 8 – [Openness](#)

Principle 9 – [Individual Access](#)

Principle 10 – [Challenging Compliance](#)

INFORMATION COLLECTED TO DATE

PIPA considers personal information collected prior to January 1, 2004 to have been collected with consent. The Colleges may continue to use this information for the purpose it was originally collected. If the Colleges choose to use this information for purposes unrelated to the original purpose, they shall obtain new consent from the Members.

Personal information collected after January 1, 2004 is subject to PIPA rules.

For clarification on the required information, contact the Registrar.

FEES

The Colleges may charge, in accordance with applicable Acts, by-laws and Regulations reasonable fees for access to personal information and for making copies of personal information requested.

INTERNET RELATED POLICIES

The Colleges do not track visitors to its web site.

The privacy policy discloses the practices for the \ Colleges web site. However, the web site contains links to other web sites. Once a visitor links to another web site, they are subject to the privacy and security policies of the new web site. We encourage individuals to read the privacy policy of all web sites visited, especially if personal information is shared.

QUESTIONS AND ACCESS

If you need to update personal information of membership information, members can log in to the CAPF web site at any time and update their personal information. For further assistance, please contact:

Association of Alberta Forest Management Professionals

**#320 3203 93 St NW
Edmonton, AB T6N 0B2**

**Phone : 780 761-8733
E-Mail : info@aafmp.ca**

If you have any questions or concerns about the Colleges' Privacy Policy, please contact:

**Registrar
#320 3203 93 St NW
Edmonton, AB T6N 0B2**

**Phone : 780 761-8733
E-Mail : admin@aafmp.ca**

GUIDELINES AND PROCEDURES FOR COMPLAINTS HANDLING OF PERSONAL INFORMATION

The College of Alberta Professional Foresters (CAPF) is committed to safeguarding personal information entrusted to the Colleges by the Members. The Colleges manage the personal information in accordance to the personal information protection policy and Alberta's [Personal Information Protection Act](#) (PIPA).

The Colleges shall make readily available information regarding its policies and practices related to the collection, use and disclosure of personal information including the provision of written copies upon request as well as on the website.

The Registrar is designated as the Privacy Officer regarding all matters related to personal information policy. The Registrar shall receive and investigate complaints from individuals about the Colleges' alleged contravention of its personal information protection policy and PIPA. The Complaints Process is as follows:

1. A Member who believes that CAPF has not complied with the Colleges' personal information protection policy or PIPA has the right to make a written complaint. Complaints must be filed in writing by completing the personal information protection complaint form (see below) and returning it to the Registrar. The complainant shall provide complete details on how the complaint arose. Assistance in completing this form is available by contacting the College office.

Members have the right to make a complaint to the Information and Privacy Commissioner appointed under the *Freedom of Information and Protection of Privacy Act*. Individuals wishing to make a complaint about the improper handling of their personal information should contact the Office of the Information and Privacy Commissioner of Alberta by phoning 1-888-878-4044 or visit the Commissioner's web site at www.oipc.ab.ca for more information. However, the Colleges encourage complainants to first use the internal complaint handling process.

The Registrar may decide not to investigate a complaint if:

- the complaint relates to an act or practice that is not a possible breach of privacy of an individual;
 - the complaint is trivial, frivolous or vexatious;
 - it is no longer reasonably possible to investigate because of the length of time that has elapsed since the alleged contravening act or practice occurred;
 - the alleged contravening act or practice occurred prior to the enactment of the personal information protection policy and PIPA;
 - the complaint relates to an act or practice that is subject to court proceedings that have commenced or are intended to be commenced.
2. Where possible, the Registrar will attempt to resolve complaints informally. With the exception of complaints listed above, if the Registrar feels the complaint is justified, the Registrar shall investigate the complaint, prepare a written report of their findings and provide it to the complainant and the Executive Committee of College within 30 days of the complaint being filed with the Registrar. If the report cannot be provided within 30 days, the Registrar shall advise the complainant and the Executive Committee of the delay and the anticipated date of completion of the report.
 3. If the complainant disagrees with the report, the complainant can request the Executive Committee review and reconsider the report by filing a written request setting out the grounds for the review. The Registrar shall have 30 days to provide the request to the Executive Committee and provide the complainant a response from the Executive Committee. The response of the Executive Committee is final. The complainant has the right to request the Information and Privacy Commissioner to review the complaint and the Executive Committee's response.
 4. If the complaint is valid, the College shall take appropriate steps to resolve the complaint, including amending the personal information protection policy and administrative practices. If the report from the Registrar recommends certain actions be taken or if there is a review and the Executive Committee directs certain actions be taken by College, the staff shall report to the Executive Committee within 30 days, and at such times as directed by the Executive Committee, whether such actions have been taken.

PROCEDURE FOR ACCESSING INFORMATION REGARDING REGULATED MEMBERS

The primary role of the Colleges is to govern its regulated Members in a manner that protects and serves the public interest. In its capacity as regulating bodies, the Colleges are required by the *Regulated Forestry Profession Act* (section 27) to maintain registers containing essential information about regulated Member and any conditions that may be imposed by the College on practice permits.

Members of the public occasionally have reason to request information regarding a regulated Member or a former regulated Member. Potential employers, people seeking the service of a professional forest management consultant, members of the public requiring professional advice, or individuals checking the status of a regulated Member that provided a past service are amongst those individuals most likely to request information.

The role of the Colleges as a provider of information to the public is primarily one of confirming that a Member or former member is or was regulated and their current membership status. The Colleges are also obliged to identify any constraints on regulated Member's practice permit.

Where it is not possible for a member of the public to obtain the information they require of a regulated Member or former Member, the *Regulated Forestry Profession Act* (section 28(1)) provides the public a right to access such information from the Colleges. Section 28(1) states that; "If a member of the public, during regular business hours, requests information in the register respecting a named regulated member, the college must provide the information described in section 27(3) with respect to that member". It must be noted that the register only contains basic information as defined by section 27(3) regarding a regulated member which includes the members name, registration number and the status of the regulated members practice permit.

Where an individual provides a bona fide reason for requesting additional information, in accordance with section 20 of the Registered Professional Foresters Regulation Part 2, the Registrar may, for the purposes of section 28(2) of the Act, release additional information to an individual during regular business hours. Such information will primarily serve to assist the Colleges and the public in identifying the correct regulated Member or where the Colleges determine a benefit to both parties such as providing a means of contact. Other information, if in the possession of the Colleges, shall only be released if the regulated member or former member authorizes its release in writing.

Section 20 of PIPA allows the Colleges to disclose personal information without consent in certain situations, for example if the disclosure is reasonable for an investigation or legal proceeding.

PUBLIC REQUEST FOR PERSONAL INFORMATION FORM

In order for the Registrar to ascertain the nature of the information requested please provide the following information and return the form to:

**Registrar
#320 3203 93 St NW
Edmonton, AB T6N 0B2**

If you have any questions regarding the completion of this form, contact the Registrar at:

**Phone : 780 761-8733
E-Mail : admin@aafmp.ca**

1. Person submitting the inquiry:

Name: _____

Address: _____

Phone: Home _____ Work _____

E-mail: _____

2. Regulated Member whom you are seeking information about (complete known fields):

Members full name: _____

Registration number of the member: _____

Address of the member: _____

Phone: Home _____ Work _____

E-mail : _____

3. Nature of Information requested:

4. Purpose for obtaining the information:

5. Have you attempted to obtain the required information from the regulated Member?

Yes No

If yes, what was their response? _____

Signature: _____ **Date:** _____

For internal use only

(a) Information has been supplied in accordance with and complies section 28(2) and 27(3) of the *Regulated Forestry Professions Act*. Yes No

(b) Information has been supplied in accordance to section 20 of PIPA. Yes No

(c) Was other information requested? Yes No

(d) If yes – what reasons were provided to justify the request

(e) Was additional information provided? Yes No

(f) If yes what was provided and your reason for providing it

(g) Was the regulated Member or former Member contacted? Yes No

(h) If yes, did they authorize the release of the information? Yes No

PRIVACY ASSURANCE AGREEMENT TEMPLATE

(For Organizations that Both Handle and
Have Access to Personal Information of CAPF)

I, the undersigned, acknowledge that I have access to sensitive personal information on behalf of the College of Alberta Professional Foresters and the College of Alberta Professional Forest Technologists (the Colleges). I understand that the Colleges must comply with the *Alberta Personal Information Protection Act* and that I, as a result of my association with the Colleges, must comply with respect to any personal information collected, used or disclosed and have taken appropriate steps to bring myself into compliance with it.

I shall only use the personal information transferred to the Colleges for the purposes for which it was intended. I shall maintain the security of the information in a manner consistent with the privacy policies of the Colleges and its governing Acts. I shall return personal information to the Colleges as soon as the purpose for which it was transferred is completed. I shall not transfer, distribute or disclose the personal information to anyone outside of the Colleges without the prior written consent of the Colleges. In the event that personal information held by the Colleges is to be accessible by a third party through an agreement, that third party must sign and return to the Colleges a privacy assurance agreement before any exchange takes place.

I acknowledge that, for legitimate purposes, have access to the premises or electronic records of the Colleges. As such, I could have access to sensitive personal information held by the Colleges. I assure that I shall not use or disclose any personal information held by the Colleges and shall respect the Colleges privacy and security.

Association: _____

Signing Authority: _____

Position : _____

Date: _____

College of Alberta Professional Foresters/College of Alberta Professional Forest Technologists

Signing Authority: _____

Position: _____

Date: _____

PERSONAL INFORMATION PROTECTION COMPLAINT FORM

In order for the Registrar to ascertain the nature of the complaint and to determine an appropriate course of action, please provide the following information and return the form to:

Registrar
#320 3203 93 St NW
Edmonton, AB T6N 0B2

If you have any questions regarding the completion of this form, contact the Registrar at:

Phone : 780 761-8733
E-Mail : admin@aafmp.ca

1. Member submitting the complaint:

Name: _____

Address: _____

Phone: Home _____ Work _____

E-mail: _____

2. What is the general nature of your complaint *Please describe your complaint in your own words. You may use a separate sheet of paper if necessary and attach it to this form.*

3. What would you like to see rectified?

Signature: _____ **Date:** _____

