

## **Privacy Policy Statement for White Rock WebReg**

In order to complete your registration for a recreation program through the registration system, the City of White Rock must collect personal information from you. We will only collect as much personal information as is absolutely necessary in order to effectively administer the recreation program. The way the City collects, uses and safeguards your personal information is regulated under the [Freedom of Information and Protection of Privacy Act](#).

If you have any concerns or questions relating to the use of your personal information and the system, please contact the City's Freedom of Information and Privacy Officer at [FOIrequest@whiterockcity.ca](mailto:FOIrequest@whiterockcity.ca).

### **Purposes for Which We Collect Personal Information**

We collect and retain personal information for the system for the following purposes:

- To register you in a recreation program.
- To communicate with you regarding your registration, for example, to send you a receipt or to advise you of a change to a program in which you have enrolled.
- To administer the recreation program, for example, to produce class lists for program instructors.
- To communicate with you about other recreation programs and events if you choose to be placed on a mailing list.
- To notify a friend or next of kin in an emergency situation if you choose to provide us with that information.
- To make program instructors aware of a pre-existing medical condition if you choose to provide us with that information and if you feel that it is necessary and/or prudent for a program instructor to be aware of your medical condition.
- To compile demographic and statistical information that will allow us to determine whether we are offering an appropriate variety of recreation programs for local residents.

### **Correcting / Updating / Accessing Your Personal Information**

If your address, postal code, email address or telephone number changes, you can update this information yourself under the "My Account" tab. You may also change your PIN number or indicate a change to your mailing list preferences on the same page. You may also review your program registration history on the same location. If you wish to change other personal information that was previously supplied or if you no longer wish to receive our services and would prefer to be removed from the client database, please call any one of our recreation facilities.

If you wish to review or obtain a copy of all the personal information pertaining to you that is held in the system, please call 604-541-2161.

### **Use and Disclosure of Personal Information**

The City of White Rock will not use, sell, share, rent or otherwise disclose personal information that you provide to us for purposes except those stated above unless

we notify you and obtain your consent first. The only exceptions to this policy are disclosures:

- for law enforcement purposes;
- for the purpose of acting in an emergency or in order to contact a friend or your next of kin if you become ill or injured while participating in a recreation program; or
- for a purpose authorized under the [Freedom of Information and Protection of Privacy Act](#).

### **Protection of Personal Information**

The City of White Rock takes every precaution to protect your personal information that is held in the system. We protect your client information by requiring you to enter a unique Login ID and Password each time you access your account information. Your Login ID and Password should never be shared with anyone. Municipal staff that administer recreation programs through the system have received training in the appropriate use and safeguarding of personal information and have an appreciation and respect for the privacy of clients. The City of White Rock uses encryption technology to protect your personal information and credit card numbers during transmission. Your credit card information is not recorded in our database after the payment transaction has been completed. A security icon will appear in your browser window to indicate that you are using a secure site.

### **Retention of Personal Information**

You may request to have your client information deleted from the system at any time. Demographic and statistical information that is derived from your client information and your program participation may be retained for longer periods of time for the purposes of program planning and analysis. Such information cannot and will not be linked back to specific individuals and is not considered personal information under the Act. An example of such information would be that 85 men enrolled in Golf lessons in 2001.

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