

**Compliance Practices:**  
*Policy to Protect Personal Information in the ACA*

**The following practices are applicable to information gathered by the Association of Canadian Archivists.**

**1. Accountability**

Duncan Grant, ACA Executive Director, has been appointed the ACA Privacy Officer (“The Officer”).

The Officer may be contacted with any query or complaint related to the collection, use, or retention of personal information. If a complaint is received, the Officer will investigate the complaint and take corrective action if required. If the complainant is not satisfied with the action of the Officer, he/she may appeal to the ACA Board of Directors (President, Vice-president, Secretary - Treasurer, Director Without Portfolio) to review and determine the disposition of the complaint.

The Officer will communicate and explain the policy to all ACA staff and volunteers who collect, retain, or use personal information in the ACA. Information that explains the ACA’s protection of personal information policies and procedures will be prepared and made public on the ACA website.

**2. Identifying purposes**

The ACA collects personal information for the following purposes:

- to create membership lists
- to compile the annual ACA Membership Directory
- to communicate with committee and board members and volunteers
- to inform members about ACA activities, events, programs, and services
- to maintain subscriptions to ACA publications such as *Archivaria*
- to register participants for conferences, workshops, and the Institute
- to compile statistical and historical information about the ACA

This list is not exhaustive and may change or be added to occasionally.

Individuals will be informed at the time of collection why information is being collected and for what purposes it will be used.

**3. Consent**

An individual's consent will be sought for collection of personal information. Those collecting information will ensure that an individual can reasonably understand why and how the information will be used when consent is given.

Express consent will be obtained wherever possible. When an individual completes an application or registration form, consent to collect the information is assumed. Verbal consent will be recorded on electronic or hardcopy documents with the date and name of the person collecting the information. If consent is given in written or email form, a copy of the consent will be kept on file.

Personal information collected prior to January 1, 2004 will be handled in a manner consistent with the principles of the Policy to Protect Personal Information in the ACA. Individuals wishing to review their personal information held by the ACA may contact the Privacy Officer and may request the information be deleted.

Consent may be withdrawn by an individual at any time. The individual shall be informed of the implications of the withdrawal.

Documents such as news releases or electronic communications will give individuals the option not to receive information in the future and provide a means for them to unsubscribe from future mailings and to remove their address from the mailing list.

#### **4. Limiting collection**

Information is collected by the ACA for the purposes identified and is collected in a fair and lawful manner consistent with the principles of the ACA privacy policy. Information may be collected on an application or registration form or verbally. If collected verbally, the person gathering the information will record the date, the reason for collecting the information and an indication that consent was given.

The personal information collected is usually limited to name, title, position, address, telephone number, email address, and employer.

#### **5. Limiting use, disclosure and retention**

Personal information will only be used for the purposes identified.

Personal information is to be accessed by ACA staff, the ACA Board, and occasionally volunteers of the ACA. All staff and volunteers will be provided guidance about how to appropriately use, retain and protect personal information.

Personal information will not be disclosed to any third party without an individual's consent. If personal information is to be published either in a document or on the ACA website, express consent will be obtained from the individual(s) to publish their information prior to publication.

The ACA annually publishes a membership directory. Such a directory includes members' names and contact information. While participation in the directory is voluntary, we assume that an individual member consents to being included unless he/she notifies us to the contrary, in writing.

If a third party requests personal information about an individual who chooses to suppress their information, the individual must be contacted to obtain their consent prior to releasing the information.

Personal information will be retained according to the relevant records retention and disposition schedule. Some series may be transferred to an archives for archival / conservation purposes. Individuals may request that their personal information be deleted.

## **6. Accuracy**

The ACA will endeavour to ensure that personal information collected and used is accurate. However, individuals are relied upon to inform the ACA Office of changes to their personal information.

Individuals may request access to their personal information to review it for accuracy by contacting the ACA Privacy Officer.

## **7. Safeguarding information**

On-line payments are handled securely by the ACA credit card provider and credit card data is available only to authorized staff. On-line registration for seminars, conferences, etc. is handled according to these same protocols.

Information that is printed such as mailing lists, committee membership lists etc will be protected against loss, theft or unauthorized access by ensuring such information is securely filed after use. Printed personal information will be shredded prior to being discarded.

## **8. Openness**

The ACA will publish its policies and practices regarding the management of personal information on its website. Individuals who request information about the policy and practices may be directed to the website if appropriate or will be provided with a hardcopy of the policy and these compliance practices.

## **9. Individual access**

Individuals are entitled to know what personal information the ACA holds and how it is to be used, disclosed or retained. An individual may make a request to access their information by contacting the Privacy Officer. The ACA will respond to such requests within a reasonable time and at no cost to the individual. Corrections to information and requests to delete information will be handled as quickly as possible.

## **10. Challenging compliance**

The ACA Privacy Officer will address all concerns and queries related to the collection, use, and retention of personal information and will respond to any challenges as soon as possible.



Complaints or queries should be made in writing to:

Duncan Grant  
ACA Executive Director / Privacy Officer  
Association of Canadian Archivists  
P.O. Box 2596, Station D  
Ottawa, Ontario  
K1P 5W6  
e-mail: [execdir@archivists.ca](mailto:execdir@archivists.ca)  
tel: 613 234-6977 ext 2 & fax 613 234-8500

The ACA encourages any individual who has a query or complaint about the management of personal information in the ACA to contact the Privacy Officer.