

Personal Information Policy

Canadian Actors' Equity Association's commitment to members' privacy is your fundamental right and one of our foremost obligations



Our Commitment to your privacy

When you became a member of Canadian Actors' Equity Association (Equity) and throughout your membership you have shared and entrusted us with important personal information. You did this so that we could serve you better and with the expectation that Equity would honour and respect your privacy. We are dedicated not only to fulfilling, but exceeding the requirements of the Personal Information and Electronic Documents Act (PIPEDA or Bill C-6).

Equity has been a leader in protecting the privacy of its members and had a policy in place for over a decade before Bill C-6 was introduced. Simply put, only those who are helping you carry on your business will have access to your information. Your personal contact information is only provided to other members or to known engagers who may provide you with work opportunities, and is subject to any limitations you have given us. Other information is shared with Great West Life (the RRSP provider) and ACE Life (the insurance provider) when required to assist you in accessing benefits. We only collect information that is needed and we only disclose information that is necessary to achieve a purpose that is of benefit to you. Equity never sells member information or distribution lists to third parties.

What is personal information?

Personal information is information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization. Equity collects, uses and discloses personal information in the course of providing services to you. We are responsible for protecting your personal information in our possession, including personal information that has been transferred to, or received from, a third party in the course of our activities for purposes for which you have consented.

Identified Purposes - why do we collect personal information?

Equity collects, uses and discloses your personal information to:

- verify your identity and maintain a record of your ongoing activities;
- elicit your involvement in advancing the Ends of the Association;
- assist you in fulfilling your obligations arising from membership in the Association;
- assist you in the administration of scale agreements and your engagement contracts;
- assist you in obtaining your lawful rights and remedies;

- assist you in maintaining an RRSP and receiving insurance benefits;
- when authorized by you, provide contact information to bona fide individuals or organizations that may provide work to you;
- collect dues from you;
- assist in the governance of Equity;
- compile statistics;
- provide information that may be of interest to you; and
- comply with legal and/or tax requirements.

Personal information may be collected, used or disclosed for any of these identified purposes set out above. If your personal information is needed for a purpose other than those identified above, we will not use or disclose it without obtaining additional consent from you.

How do we collect it?

The collection, use and disclosure of your personal information depends on the services we provide to you or the needs of the Association at various times. We gather your personal information from the following sources:

- from you on your initial application form;
- from you on your application to open an RRSP;
- from your contracts;
- from information you have provided to us by telephone, fax, mail, email and face to face meetings;
- from your interaction with us - for example your dues payment history; and
- from information provided by the trustee of your RRSP.

Please note that ACE Life does not provide information to us unless specifically authorized by you.

If you provide personal information to us or through any of the previously mentioned sources, you do so with the understanding that your personal information may be used or disclosed for the Identified Purposes.

We need your consent

Your knowledge and consent are required before we collect, use or disclose your personal information, except in special circumstances such as a life threatening emergency or in situations otherwise permitted or required by law.

Equity members may invoke individual limits on the disclosure of personal information to bona fide engagers (for work opportunities) and to fellow Equity members by logging on to the Members Only zone of **EQUITYONLINE** (www.caea.com). Members without access to the Internet may invoke personal information limits by calling the National Office.

Unless specifically identified, your personal telephone number and email address on file will be provided to the elected representatives of the Association for the purpose of participating in the governance of the Association (e.g. contact by telephone tree for notice of an upcoming member meeting).

If any of the personal information that we collect is sensitive, such as personal health information, we will obtain additional written or oral consent from you before collecting, using or disclosing the information.

How do you provide us with your consent?

We accept any of the following as your consent for the use, collection and disclosure of your personal information for the Identified Purposes:

- as a member you accept the terms of this Personal Information Policy, unless you advise Canadian Actors' Equity Association, in writing, that you do not agree with the terms stated in this Policy, and that you wish to opt out of all portions of it;
- your unrestricted provision of information to Equity either directly or through an agent or producer;
- your express written or oral consent as obtained through an application or contract; or
- your consent as provided by your authorized representative, such as legal guardian or power of attorney.

In some circumstances your consent may be implied, for instance, if you provide us with a change or update to your existing information.

Withdrawal of consent

You have the right to say no. We will require your express consent before we will provide contact information to bona fide individuals or organizations that may provide work to you. You may withdraw that consent at any time, as indicated above. However, in order to provide all members with our mandated services, we must use your personal information. Therefore, withdrawal of consent to collect, use and disclose your personal information for any other Identified Purpose will only be accepted if you resign from Equity as provided for in the By-Laws of the Association.

To withdraw your consent or obtain further information on resignation, you should contact our Privacy Officer through any means listed below, however, telephone withdrawals must be confirmed in writing. Unless we hear otherwise from you, you are giving to us your consent for the collection, use and disclosure of personal information as provided in this Policy for the Identified Purposes.

Duration and limits

Your basic personal information will be retained permanently subject to updating from time to time. Personal information that is of cultural importance, such as your engagement contracts, will be retained permanently. Other personal information is retained only as long as we need it to effectively provide services to you and for a reasonable length of time thereafter in case we need to meet any potential obligations or legal and government requirements. Equity shall use care when storing or destroying your personal information in order to prevent unauthorized access.

Safeguards and storage

Whether in electronic or paper format, Equity maintains strict security systems to safeguard your personal information from unauthorized access, disclosure or misuse. As well, when we no longer need your personal information, we take as much care to destroy it as we do when storing it.

In the event that we transfer your personal information to a third party (for example, your change of address to the RRSP provider) we require any person or organization to protect our members' confidentiality in a manner consistent with our own internal measures, or as required by law.

Your right to access your information

You have a right to access your personal information that we have in our possession or control. You also have a right to know if any third parties have received your information from Equity.

How to access your information

Please make your request in writing to Equity's Privacy Officer, stating as specifically as possible which personal information you are requesting. You may wish to indicate your cause for concern so that we can assist you in determining your needs.

We will try to respond to such requests as soon as possible and will advise you if there is some reason we cannot respond right away. Equity may charge you a reasonable fee for providing access to physical documents stored in our off-site storage facility or at Library & Archives Canada in Ottawa. We will advise you of the approximate cost in advance.

We will provide you with a list of any organizations to whom we have disclosed personal information.

Equity has the right to refuse your request for access to personal information if:

- the information is protected by solicitor-client privilege;

- granting access would adversely affect the security of the Association;
- doing so would reasonably be expected to threaten the life or security of another individual;
- the information was generated in the course of a formal dispute resolution process; or
- the information would likely reveal personal information about another individual.

Accuracy

Equity strives to ensure that the personal information we have on file about you is as accurate and up-to-date as necessary for the Identified Purposes for which it is to be used. It is primarily your responsibility to ensure that your records are current. Please notify us promptly if any information needs to be updated or amended to reflect a change in your situation. Equity shall amend personal information that is materially inaccurate or incomplete and, where appropriate, shall endeavour to advise other parties having access to the information in question.

Contact us

Updated versions of the Personal Information Policy are posted on Equity's website at www.caea.com. You may direct any queries about the policy to Equity's Privacy Officer at the telephone, email address, or mailing address listed below.

For more information, to file a complaint, to make enquiries, or to opt out of all or parts of this policy, please contact the Privacy Officer:

Douglas Irons,
Canadian Actors' Equity Association Privacy Officer
44 Victoria Street, 12th Floor
Toronto ON M5C 3C4
Telephone: (416) 867-9165 or 1-800-387-1856
Fax: (416) 867-9246
Email: controller@caea.com
www.caea.com

If you have a complaint related to this Personal Information Policy or any of Equity's procedures, contact our Privacy Officer. If your complaint is justified, we will take the steps necessary to resolve the issue, including amending our Policy and practices if necessary.

If we are not able to resolve your concern, or if you have any other concerns about Equity's Personal Information Policy and procedures you may contact the Office of the Privacy Commissioner of Canada or, if applicable, the provincial counterpart. We will provide you with this contact information upon request.