

# Columbia College Privacy Statement

**NOTE:****Must; Shall; Will:****Should:****May or Could; Can:****Clarification of Terms**These words or phrases indicate actions or activities that are *essential* or *mandatory*.

This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.

These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

## **Safeguarding your Personal Information**

Welcome to Columbia College - Our mandate regarding the College privacy standards is to meet – and exceed – the guiding principles established in federal and provincial privacy legislation. Further information on the College's policies and procedures on the use and disclosure of personal information can be found within the following two privacy related College documents: "*Personal Information and Protection of Privacy – Policies and Regulations*" and "*Student Records, Grades and Tests*"

**We will not collect, use, or disclose your (employee/student) personal information without your consent - except as required for reasonable administrative purposes or permitted by law. Personal information collected by the College will not be sold or rented to anyone for any reason.** All personal information collected by the College will only be used as part of our ongoing efforts to provide you with superior service and support.

Columbia College is responsible for personal information it holds or is under its control, including the personal information it entrusts to external stakeholders. The College has designated a person to act as Privacy Officer, whose duties will include monitoring College compliance with relevant legislation, replying to questions from various College stakeholders, as well as responding to requests by individuals for access to and correction for any personal information Columbia College has in its possession.

To compliment the two privacy related documents noted above, we adhere to the following **Ten Privacy Principles** to ensure your personal information is protected.

### ***Principle 1 - Accountability***

Columbia College is responsible for maintaining and protecting the personal information under its control. In fulfilling this mandate, Columbia College has designated an individual as its Privacy Officer, who is accountable for the College's compliance with the two privacy related documents, the Ten Privacy Principles, and legislation.

### ***Principle 2 - Identifying Purposes***

The purposes for which personal information is collected, used or disclosed will be identified before or at the time the information is collected, used or disclosed. These purposes will be identified either in writing, or verbally. Columbia College will limit the collection and use of personal information to the minimum that we require to fulfill the College's administrative purposes and to deliver superior service to its stakeholders.

### ***Principle 3 - Consent***

Your knowledge and consent (expressed or implied) are required for the collection, use or disclosure of your personal information except where required or permitted by law / legislation.

### ***Principle 4 - Limiting Collection***

Any personal information the College collects is limited to those details necessary for reasonable administrative purposes of the College. Columbia College will only collect this information using fair and lawful means.

### ***Principle 5 - Limiting Use, Disclosure and Retention***

We will only use or disclose your personal information for the purpose for which it was intended - unless you provide us with consent to do otherwise or when it is required or permitted by law / legislation. We will not retain personal information any longer than required to fulfill the needs of why we collected the information to begin with. In the process of meeting the needs of the College stakeholders, personal information may be shared with certain third party service providers. We will use reasonable efforts to ensure that your personal information is used in a manner that is consistent with Columbia College's 10 Principles of Privacy Protection and our privacy related policies. Examples of third party service providers would include: legal offices; accounting offices; credit reporting agencies, information system developers; Government departments, auditors, and various delivery services. If you do not wish us to provide your personal information to these service providers there may be certain situations where we may be unable to provide our services to you.

### ***Principle 6 - Accuracy***

Our intent is to maintain your personal information as accurate, complete and up-to-date as is possible for the purpose that we collected it for in the first place.

### ***Principle 7 - Safeguarding Customer Information***

Columbia College is committed to protecting personal information with safeguards appropriate to the sensitivity of that information. We use a variety of security measures such as restricting employee access to files, data centers, and using locked file cabinets. In addition we make use of electronic security measures such as passwords, personal ID numbers and data encryption as appropriate.

### ***Principle 8 - Openness***

Columbia College will answer your questions about our privacy related documents including policies, procedures, and the management of your personal information in as understandable a format as possible. Other privacy resources on the Web can be found on the Office of the Information and Privacy Commissioner of Alberta at [www.oipc.ab.ca](http://www.oipc.ab.ca).

### ***Principle 9 - Customer Access***

If you require details on your personal information at Columbia College, please send a written request to the Privacy Officer. Upon receipt of this request, you may be sent - and asked to complete - a personal information request form. After we receive this completed form, a College representative will inform you of the existence, use and disclosure of your personal information and will provide access to that information, except where the law requires or permits the College to deny access. We will provide you information within a reasonable time period and provide an explanation if we are unable to meet your request. Some inquiries may entail a charge, but we will provide an estimate for that amount in advance.

### ***Principle 10 - Handling Customer Complaints and Suggestions***

Our commitment is to handle questions about our privacy related documents, or any suggestions to improve, promptly. Please direct your communications to the Columbia College Privacy Officer at: (By mail): **Privacy Officer**, Columbia College, 802 Manning Road N.E., Calgary, AB, T2E 7N8 (By e-mail): [privacy@columbia.ab.ca](mailto:privacy@columbia.ab.ca)

### **Changes to our Privacy Policy**

Our organization constantly changes to meet the needs of our customers (ie. employees and students) and as a result our policies and procedures pertaining to privacy and security are also subject to change. We reserve the right at any time to change or modify any of our practices, policies and procedures which relate to privacy and security without written notice.