

TransAlta Tri Leisure Centre Privacy Policy

The TransAlta Tri Leisure Centre's commitment to respecting and protecting the privacy and confidentiality of our guests' personal information is addressed in this Member Privacy Policy. Our Member Privacy Policy complies with Alberta's Freedom of Information and Protection of Privacy Act and other applicable privacy legislation and applies to the collection, use and disclosure of personal information. We want our guests to know:

- Why we collect your personal information;
- How we use and disclose your personal information in establishing and maintaining your relationship with us;
- How we keep your personal information confidential; and
- How you can inquire about the personal information we hold about you.

What is Personal Information?

Personal information is collected as part of TransAlta Tri Leisure Centre's ability to offer and provide programs and services. Personal information refers to any information that can be used to identify someone including information provided to us or that we collect from other sources with your permission. For example, personal information includes your name, telephone number, address, date of birth, gender, banking or credit card information and health information. It does not include business contact information used for business purposes. The personal information we collect and how it is used depends on the nature of your relationship with us.

The better we know you, the better we are able to meet your health and lifestyle needs.

Using and Disclosing Your Personal Information

Certain personal information is needed in order to provide services and conduct business with you. We may use your personal information for the following purposes:

- To identify you as a member;
- To process membership fee payment;
- To contact your family in case of an emergency;
- To keep you informed of our programs and services; and
- To comply with legal requirements.

Signed consent is required prior to the TransAlta Tri Leisure Centre using any personal information. If you have any questions about our privacy practices or policy, please ask a member of our staff.

Government Programs

Personal information we collect with respect to programs and services we offer in cooperation with the Alberta Government and municipalities may be under the custody and control of the Alberta Government and would therefore be governed by the Freedom of Information and Protection of Privacy

Act (FOIPP). We will direct you to the appropriate government official to contact if you wish to access your personal information governed by FOIPP.

Other Communications

Occasionally we send out information which may be of interest or use to you, including details on upcoming programs or services. If you don't wish to receive such communications, please let us know in writing and we will remove your name from our mailing list.

Limiting or Withdrawing Your Consent

In general, you can choose not to provide us with some or all of your personal information. You can also withdraw your consent to our use of your personal information provided you give us at least sixty (60) days written notice, and the following does not apply:

- Your consent does not relate to payment of monies you owe to us;
- Withdrawing your consent does not result in our inability to fulfill our obligations to you; and
- There are no regulatory or legal requirements for the use of your personal information.

Accessing Your Personal Information

If you want to review or verify your personal information or find out to whom it's been disclosed, please complete an access request form to provide us with the information we need in order to provide you with the personal information we hold about you. We may charge a fee for this service with an estimate provided at the time of your request.

There are a few instances where we are not able to provide some of the personal information we hold about you. These include, but are not limited to, situations where the information contains references to other persons, the information is subject to solicitor-client or litigation privilege, the information is no longer retained by us, or the information cannot be disclosed for legal reasons. If we are unable to provide you with access to your personal information, we will explain the reason why.

Keeping Your Personal Information Accurate

We are committed to maintaining the accuracy of your personal information for as long as it is being used for the purposes we have identified. To help keep your personal information up-to-date, we encourage you to notify us of any changes. Notification of address or telephone number changes help us provide the best possible service. If, upon review of your personal information, you discover any inaccuracies, please contact us. We may ask you to put your correction request in writing and provide the appropriate form to do so to assist us in making the proper changes. If requested, we will also provide you with a copy of the corrected information.

Protecting Your Personal Information

To ensure personal information is kept confidential, all of our employees are required to sign an Oath of Confidentiality binding them to this responsibility which governs their actions, even after they are no longer employed by the TransAlta Tri Leisure Centre.

All TransAlta Tri Leisure Centre employees are informed about our policies and procedures for protecting personal information and the importance of complying with them is routinely reinforced. We attempt to maintain adequate physical, procedural and electronic security with respect to our offices and information storage facilities to prevent unauthorized access, use or disclosure of your personal information.

Security Measures We Employ Include:

- Secure locks on filing cabinets and doors;
- Limited physical and electronic access to relevant information by authorized employees only; and
- Use of passwords.

All personal information stored in our computer database is protected with a level of security appropriate to the sensitivity of the personal information and the need for the employee to have access.

Retention of Your Personal Information

We only keep personal information on file in order to meet the purposes for which it was collected. The length of time we retain your personal information varies depending on the nature of your relationship with us, the type of program or service and any regulatory or legal requirements we must adhere. We have policies in place that govern the destruction of the personal information we hold.

If you have any questions about this Privacy Policy or our privacy practices, or if you would like to review your personal information, please contact us.