



## **COMPENSATION EMPLOYEES' UNION**

### ***Personal Information Operational Policy***

This policy outlines the operational practices of the Compensation Employees' Union (CEU) for the collection, use, disclosure, and protection of personal information to meet the requirements of the *British Columbia – Personal Information Protection Act* (the *Act*).

The purpose of the *Act* is to govern the collection, use, and disclosure of personal information by organizations in a manner that recognizes both the right of individuals to protect their personal information and the need for organizations to collect, use, or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.

The CEU is committed to protecting the privacy, confidentiality, accuracy, and security of the members' personal information it collects. The CEU is also committed to only using and retaining members' personal information in the course of conducting its duties as a trade union.

Copies of this policy will be available at the CEU Office.

#### **WHAT IS PERSONAL INFORMATION?**

The *Act* defines “personal information” as information about an identifiable individual. It includes employee personal information but does not include the name, business contact information, or work product information of an employee of an organization.

#### **WHAT INFORMATION IS THE CEU RESPONSIBLE FOR PROTECTING?**

The CEU is responsible for protecting personal information in its possession. This includes personal information that has been received from a third party, or personal information that has been transferred to a third party.

#### **COLLECTING, USING, AND DISCLOSING PERSONAL INFORMATION**

The CEU collects certain personal information to:

- Maintain a complete record of membership in the union;
- Maintain communication with members and respond to their enquiries;
- Investigate and settle grievances, appeals, and claims;
- Collect and manage dues and assessments;
- Assist the union in representing its members with respect to employment under collective agreements;
- Verify eligibility for strike pay and benefits;
- Provide information about union membership programs and benefits;
- Administer the business of the union such as correspondence and research (e.g., member surveys);
- Provide web information services (e.g., address changes, e-mail bulletins);
- Meet the provisions of the CEU Constitution and Bylaws.

Personal information may be collected, used, or disclosed for any of the identified purposes as set out above.

### **PROTECTION OF PERSONAL INFORMATION**

In order to protect the personal information of members and staff that is in the union's possession or control, the CEU has made reasonable security arrangements such as:

- Access to personal information is limited to selected employees and officers who require access to the information in the performance of their job functions and/or duties;
- Security safeguards are in place to prevent unauthorized access on computer systems;
- The CEU will not collect or disclose personal information for purposes other than those listed in the *Operational Policy*;
- The CEU will do its best to ensure that personal information is accurate and current.

Elected officers and shop stewards found to be abusing the personal information of members or staff can be subject to the disciplinary procedure in the CEU Constitution and Bylaws.

Staff of the CEU found to be abusing member or staff personal information can be subject to disciplinary action.

### **HOW DO MEMBERS ACCESS THEIR PERSONAL INFORMATION?**

Requests should be **in writing** addressed to the CEU Privacy Officer.

Address: #200 – 8120 Granville Avenue  
Richmond, BC  
V6Y 1P3

Requests should state as specifically as possible what personal information you are requesting.

Every attempt will be made to respond to such requests within 30 days, or as soon as possible thereafter. If, for some reason, the CEU is unable to respond within the 30-day timeline, you will be advised.

There may be some types of information the CEU is prohibited from providing, such as information about another individual that cannot be separated from your information, or information that cannot be disclosed for legal reasons.

### **KEEPING MEMBERS' INFORMATION ACCURATE IS A PRIORITY**

The CEU strives to ensure that the personal information it has on file is accurate and up-to-date as necessary for the identified purposes for which it is to be used.

### **MEMBERS' CONSENT TO HAVE THEIR PERSONAL INFORMATION COLLECTED, USED, OR DISCLOSED FOR CERTAIN PURPOSES**

A member may decline to have personal information collected, used, or disclosed. This may, however, restrict the CEU's ability to represent the member's interests. The member will be informed if this applies.

If a CEU member or employee does not want their personal information collected, used, or disclosed, they must make this request in writing to the CEU Privacy Officer.

If personal information is needed for any purpose other than those set out above, the CEU will not use or disclose it without obtaining additional consent from the member(s).

### **FILING A COMPLAINT**

Any complaint relating to this *Personal Information Operational Policy* or any of the practices should be forwarded to the attention of the CEU Privacy Officer for review. If the Privacy Officer determines the complaint is justified, the CEU will take the steps necessary to resolve the issue, including amending the *Operational Policy* and practices, if necessary.

If the CEU is not able to resolve a complaint, or if a CEU member or employee has any other concerns about the CEU *Personal Information Operational Policy* and practices, the member may contact the Office of the Provincial Privacy Commissioner. The CEU Privacy Officer will provide this contact information upon request.

December 11, 2004  
CEU