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PRIVACY POLICY

2022 November 22

1. PURPOSE

The purpose of the Environmental Operators Certification Program (EOCP) Privacy Policy is to outline how personal information will be used and protected by the EOCP, its employees, and its contractors. The policy is intended to ensure that the privacy of the EOCP's members, volunteers, customers, contractors, and employees is respected, and that the Program complies with all applicable provincial and/or federal privacy legislation, including the British Columbia Personal Information Protection Act (PIPA).

2. POLICY

The EOCP respects and upholds an individual's right to privacy and to protect their personal information, and is committed to ensuring compliance with applicable privacy legislation.

The only circumstances under which personal information may be disclosed to third parties is for the fulfillment of any purposes identified below, or as required by law. If personal information is disclosed to third parties for the fulfillment of any purposes identified below, the EOCP will ensure that appropriate security undertakings are employed to protect the transfer and use of personal information. The EOCP does not sell, trade, or rent personal information to any third parties.

3. DEFINITIONS

Personal information is any information about an 'identifiable individual' that can be used to identify or contact a specific individual. Business contact information such as the name, title, business address, and telephone number of an employee of an organization are not considered personal information under PIPA. Information about corporations is not considered personal information.

Where an individual provides their home address to the EOCP as their business contact information, the EOCP will consider it to be business contact information and is therefore not subject to protection as personal information.

4. PURPOSES FOR COLLECTION, USE, AND DISCLOSURE

- a. Personal information is collected any time an individual requests information, products, or services from the EOCP.

The EOCP collects, uses, and discloses personal information about employees for the following purposes:

- Hiring employees, including assessing candidates
- Administering payroll
- Administering benefits plans
- Managing the employment relationship, including establishing and changing terms of employment, discipline, and termination
- Providing reference checks upon request of former employees
- External contact information in case of employee emergency
- Disclosure as required by Canada Revenue Agency (CRA) and WorkSafeBC
- Administering company policies including health & safety policies

- b. The EOCP collects, uses, and discloses personal information about contractors for the following purposes:

- Payment for services
- Sending information to them as required/requested in the course of their activities for the Program
- Establishing and monitoring the terms of contract
- Contract management and supervision
- Disclosure as required by Canada Revenue Agency (CRA) and WorkSafeBC

- c. The EOCP collects, uses, and discloses personal information about volunteers and Board members for the following purposes:
- Sending information to them as required/requested in the course of their activities for the Program
 - Publishing lists of Board members and committee members
 - Disclosure required by the *Society's Act*
 - Travel reimbursement
- d. The EOCP collects, uses and discloses personal information about members and customers for the following purposes:
- Sending information to members and customers about EOCP's products and services, unless they have opted out of receiving information
 - The distribution of names, companies, email addresses, and work phone numbers of event registrants, to other attendees and sponsors, for the purpose of facilitating networking and information sharing
 - To maintain and update EOCP membership records, and to provide members with information about the Program and its activities
 - To process course, exam, and event registrations, and provide relevant information to registrants
 - To distribute information and news relevant to the water and wastewater sector
 - Notification and invoicing for requested services or products
 - Sending information upon request from the member or customer
 - Publishing member contributions to the EOCP's social media platforms
- e. The EOCP collects, uses, and discloses personal information about suppliers for the following purposes:
- Payment for services
 - Sending information upon request of supplier
 - Terms of contract
 - Contract supervision
 - Disclosure as required by Canada Revenue Agency (CRA) and WorkSafeBC

5. CONSENT

In each instance where personal information is collected, the EOCP will make every effort to provide a statement explaining the purpose/s for collection. By becoming a member, creating a user profile, requesting information or products, or registering for an event, course, or exam, individuals are giving the EOCP permission to contact them by way of the information they

provide.

Except as outlined in Section 4 above, the EOCP will not provide any personal information about an individual to third parties without the express consent of the individual.

6. SAFEGUARDS

The EOCP protects personal information with security safeguards. Safeguards include physical, administrative, and electronic security measures.

7. ACCESS

Individuals have the right to access their personal information under the control of the EOCP. An individual may challenge the accuracy and completeness of the information, and have it corrected or amended as appropriate. The President and Chief Executive Officer will handle access requests. If access cannot be provided, the EOCP will notify the individual, in writing, of the reasons for the refusal and of the process for appealing the decision.

8. CONCERNS OR QUESTIONS REGARDING COMPLIANCE

Please direct questions or concerns regarding EOCP's compliance with this Policy to the EOCP's President and Chief Executive Officer, vial mail at Suite 201, 3833 Henning Drive, Burnaby BC V5C 6N5, or via email at eocp@eocp.ca.

A complainant not satisfied with the processes noted above can also raise their complaint with the Office of the Information and Privacy Commissioner (OIPC) at www.oipc.bc.ca.