

**PROTECTING PERSONAL  
INFORMATION**

**ST. PAUL'S EVANGELICAL LUTHERAN  
CHURCH**

**GUELPH, ONTARIO**

Approved By Congregational Council

Date: January 30, 2008

## REVISION HISTORY

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| Date         | Revision  | Comment |
|--------------|---|---------|
| May 28, 2008 | Added security camera to “Identifying Purposes” |         |

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| January 30, 2008 | Approved For Use by Council |  |
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# Protecting Personal Information at St. Paul's Evangelical Lutheran Church - Principles

On January 1, 2004, Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA) came into effect. The Act balances the need for organizations to gather and use personal information with your right to privacy. It also gives you control over your personal information by requiring organizations to obtain your consent to collect, use or disclose information about you.

Personal information includes all information an organization collects, retains or uses that can in any way identify or give information about an individual. It does not include the name, title, business address or business contact information of an organization's employee.

Meeting PIPEDA compliance requirements has provided St. Paul's Evangelical Lutheran Church with the opportunity to put policies and practices in place to safeguard your privacy in accordance with the Act. In January 2008, the Congregational Council of St. Paul's adopted a Policy to Protect Personal Information at St. Paul's Evangelical Lutheran Church. This policy ensures that the personal information provided to us from members is collected, used and protected appropriately. The policy is based on the following ten PIPEDA principles:

1. **Accountability:** St. Paul's is responsible for maintaining and protecting all personal information under its control. A Privacy Officer has been designated who is accountable for compliance with the ten principles that comprise the policy of St. Paul's.
2. **Identifying Purposes:** When St. Paul's asks for your personal information, the purpose for which it is being collected will be identified. The information is used to inform you about the life of the church, maintain your subscriptions to church publications, register you for church events, support payroll for staff, ensure appropriate medical health measures and response are in hand, and compile statistical and historical information about St. Paul's. Personal information is not shared with third parties without your express consent. In addition, video images may be captured by marked security cameras in order to maintain the security of the building. Any video taken in this manner will be reviewed only in the event of a break-in or other suspected illegal activity.
3. **Consent:** St. Paul's requires your knowledge and consent for the collection, use or disclosure of your personal information, except where it is required or permitted by law.
4. **Limiting Collection:** St. Paul's collects information by fair and lawful means and limits collection to those details necessary for identified purposes. The personal information collected is usually limited to name, title, gender, address, telephone number, email address, various dates (birth, baptism, confirmation, marriage, etc.) and congregational or committee membership. Some additional information needs to be collected for staff to support payroll, and allergy information (e.g., food) needs to be collected to ensure events and activities are safe.
5. **Limiting Use, Disclosure and Retention:** St. Paul's uses your personal information only for the purpose for which it was collected unless your consent is sought to do otherwise. Personal information is retained indefinitely for archival purposes unless you request to have it deleted.
6. **Accuracy:** St. Paul's endeavors to ensure that the information collected and used is accurate, up to date and as complete as possible. However, individuals are relied upon to inform us of changes to their personal information. You may request access to your personal information and if applicable, request that we make corrections or changes to your file.
7. **Safeguarding Information:** St. Paul's applies appropriate safeguards to our computer networks and physical files and access to personal information about you is restricted to those St. Paul's employees and authorized administrators who need to use the information for the identified purposes.

8. **Openness:** St. Paul's makes information available to you concerning the practices that apply to the protection of your personal information.
9. **Individual Access:** At your request, you will be informed of the existence, use and disclosure of your information and be given access to it. You may verify the accuracy and completeness of your information, and may request that it be amended or deleted.
10. **Challenging Compliance:** The Privacy Officer of St. Paul's will answer any questions or enquiries you have about the Privacy Policy or practices.

## **Protecting Personal Information at St. Paul's Evangelical Lutheran Church - Policy**

### **1. Accountability**

- 1.1 The Parish Secretary of St. Paul's is hereby appointed as the personal information compliance officer (the "officer") of St. Paul's Lutheran Evangelical Church (hereafter referred to as St. Paul's).
- 1.2 All persons, whether employees, volunteers or Council or committee members who collect, process or use personal information shall be accountable for such information to the officer.
- 1.3 This policy shall be made available upon request.
- 1.4 Any personal information transferred to a third party for processing is subject to this policy. The officer shall use contractual or other appropriate means to protect personal information at a level comparable to this policy while a third party is processing this information.
- 1.5 Personal information to be collected, retained or used by St. Paul's shall be done so only after the officer gives written approval. This information shall be secured according to the officer's instructions.
- 1.6 Any person who believes St. Paul's uses personal information collected, retained or used for purposes other than those the person explicitly approved may contact the officer to register a complaint or make a related inquiry.
- 1.7 Upon receiving a complaint from any person regarding the collection, retention or use of personal information, the officer shall promptly investigate the complaint and notify the person who complained about his/her findings and of corrective action taken, if any.
- 1.8 Upon receiving the response from the officer, the person who filed the complaint may appeal to the Congregational Council to review and determine the disposition of the complaint at issue.
- 1.9 The determination of the Congregational Council shall be final, and the officer shall abide by and implement any of its recommendations.
- 1.10 The officer shall communicate and explain this policy and give training regarding it to all employees and volunteers who might be in a position to collect, retain or use personal information.
- 1.11 The officer shall prepare and disseminate information to the constituency which explains the protection of personal information policies and procedures of St. Paul's.

### **2. Identifying Purposes**

- 2.1 The officer shall document the purpose for which personal information is collected to comply with the openness and individual access principles outlined below.
- 2.2 The officer shall determine the information that will be needed to fulfill the purposes for which the information is to be collected in order to comply with the limited collection principle.
- 2.3 The officer shall ensure that the purpose is specified at or before the time of collecting the personal information from an individual.
- 2.4 The officer shall ensure that the information collected will not be used for any other purpose before obtaining the individual's approval, unless the new purpose is required by law.
- 2.5 The officer shall ensure that a person collecting personal information will be able to explain to the individual why the information is being collected, how it will be retained and if and when it will be disclosed.
- 2.6 The officer shall ensure that limited collection, limited use, disclosure and retention principles are respected in identifying why personal information is to be collected.

### **3. Consent**

- 3.1 The officer shall ensure that the individual from whom personal information is collected consents to the collection and to the manner in which it will be used and disclosed, unless obtaining consent would be inappropriate. Sometimes, personal information can be collected, used, or disclosed without the individual's knowledge or consent. For example, legal, medical, or security reasons might make seeking consent impossible or impractical. When information is being collected to detect and prevent fraud, seeking the individual's consent might defeat the purpose of collecting the information. Seeking consent might be impossible or inappropriate when the individual is a minor, seriously ill, or mentally incapacitated.
- 3.2 The officer shall ensure that the individual can reasonably understand why and how the information will be used when consent is given.
- 3.3 The officer shall ensure that no condition is attached to supply benefits, because of the activities of St. Paul's, requiring the individual to give consent for the collection, use, or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purpose.
- 3.4 The officer shall ensure that express consent is obtained wherever possible and appropriate. In some circumstances, implied consent may be acceptable if the information's sensitivity and the policy's purpose and intent is respected. (For example, implied consent might exist if it is generally understood that information obtained when a new member joins St. Paul's will be used for all church-related purposes.) Implied consent may not be assumed if St. Paul's passes on personal information to a para-church organization.
- 3.5 In obtaining consent, the officer shall ensure that the individual's reasonable expectations are respected. For example, a person giving his/her name to St. Paul's to receive *The Canada Lutheran*, reasonably expects that the church will use that personal information to send other information about itself. The individual would not likely expect that the information would be used for fundraising.
- 3.6 The officer shall ensure that the express consent obtained from an individual is clear and in an appropriately verifiable form. For example, an application form may be used and kept on file where the individual consents to the collection and specific use; a check box may be used to permit information already on file to be used for a new purpose; consent may be given orally which would require the receiver of the consent to create appropriate documentary evidence; or consent might be given by email, requiring an electronic record to be maintained.

- 3.7 The officer shall ensure that the individual may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The individual shall promptly be informed of the implications of the withdrawal.

#### **4. Limiting Collection**

- 4.1 The officer shall ensure that personal information will not be collected indiscriminately. Both the amount and type of information collected shall be limited to that which is necessary to fulfill the purposes identified.
- 4.2 The officer shall ensure that information is collected only by fair and lawful means without misleading or deceiving individuals as to the reason.
- 4.3 The officer shall ensure that the identifying purposes and consent principles are followed in identifying why personal information is to be collected.

#### **5. Limiting Use, Disclosure and Retention**

- 5.1 The officer shall ensure that personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law, and any use of personal information shall be properly documented.
- 5.2 The officer shall ensure that all personal information is destroyed, erased or made anonymous as soon as the purpose for which it was collected is no longer relevant, or as permitted by law.
- 5.3 The officer shall ensure that all use, disclosure and retention decisions are made in the light of the consent principle, the identifying purposes principle and the individual access principle.

#### **6. Accuracy**

- 6.1 The officer shall reasonably ensure that the personal information is accurate, complete and up to date, taking into account the individual's interests. The officer shall ensure that the information is sufficiently accurate, complete and up to date to minimize the possibility that inappropriate information might be used to make a decision about an individual.
- 6.2 The officer shall ensure that St. Paul's does not routinely update personal information unless it is necessary to fulfill the purposes for which it was collected.
- 6.3 The officer shall ensure that personal information used on an ongoing basis should be generally accurate and up to date, unless limits to the requirement for accuracy are clearly outlined.

#### **7. Safeguards**

- 7.1 The officer shall ensure that St. Paul's has security safeguards to protect personal information against loss or theft and unauthorized access, disclosure, copying, use or modification. This shall be done regardless of the format in which St. Paul's holds the information.
- 7.2 Depending on the information's sensitivity, the officer may permit reasonable discretion regarding the information that has been collected: the amount, distribution, format and method of storage. A higher level of protection shall safeguard more sensitive information according to the consent principle's considerations.
- 7.3 The officer shall ensure that the protection methods include:
  - Physical measures (locked filing cabinets, restricted access to offices);
  - Organizational measures (security clearance, limiting access on a 'need to know' basis); and
  - Technological measures (passwords and encryption)

- 7.4 The officer shall ensure that all employees and volunteers know the importance of keeping personal information confidential.
- 7.5 The officer shall ensure that care is taken when personal information is disposed of or destroyed to prevent unauthorized parties from gaining access to it.

## **8. Openness**

- 8.1 The officer shall ensure that St. Paul's is open about its policies and practices regarding the management of personal information. The policies and information about the related practices shall be available without unreasonable effort in a generally understandable format.
- 8.2 The officer shall ensure that information about the policies and practices of St. Paul's shall include:
  - The name or title and address of the officer who is accountable for the policies and practices of St. Paul's and to whom complaints or inquiries may be forwarded;
  - The means of gaining access to personal information held by St. Paul's;
  - A description of the type of personal information held by St. Paul's, including a general account of its use;
  - A copy of any information that explains the policies, standards or codes of St. Paul's; and
  - What, if any, personal information is made available to related organizations.
- 8.3 The officer shall ensure the information that must be provided according to 8.2 is available in print as requested.

## **9. Individual Access**

- 9.1 The officer shall ensure that upon request, an individual shall be informed whether St. Paul's holds personal information about him/her. If possible, the information's source shall also be given. St. Paul's shall allow the individual access to this information. It shall also account for the use that has been made or is being made of this information and give an account as to any third parties to whom it has been disclosed.
- 9.2 If St. Paul's has supplied personal information about an individual to third parties, the officer shall ensure that an attempt is made to be as specific as possible with a list of the organizations to which it has actually disclosed the information. If an actual list is impossible to provide, a list of organizations to which it might have disclosed information about the individual is to be provided.
- 9.3 The officer shall ensure that St. Paul's responds to an individual's request within a reasonable time and at minimal or no cost to the individual. The requested information shall be made available in a generally understandable form with abbreviations or codes explained.
- 9.4 The officer shall ensure that when an individual successfully demonstrates the inaccuracy or incompleteness of personal information, St. Paul's shall amend the information as required. When appropriate, the amended information shall be transmitted to third parties having access to the information.

## **10. Challenging Compliance**

- 10.1 The officer is authorized to address a challenge concerning compliance with the above principles.

- 10.2 The officer shall develop procedures to receive and respond to complaints or inquiries about the policies and practices regarding the handling of personal information. The compliance procedures shall be easily accessible and simple to use.
- 10.3 The officer shall inform individuals inquiring about lodging complaints that relevant complaint procedures exist.
- 10.4 The officer shall investigate all complaints. If a complaint is found to be justified, the officer shall take appropriate measures, including, if necessary, amending the policies and practices.

## **Policy to Protecting Personal Information at St. Paul's Evangelical Lutheran Church – Policy Compliance Practices**

The following practices are applicable to information gathered at St. Paul's Evangelical Lutheran Church.

### **1. Accountability**

The officer may be contacted with any query or complaint related to the collection, use or retention of personal information. If a complaint is received, the officer will investigate the complaint and take corrective action if required. If the complainant is not satisfied with the action of the officer, he/she may appeal to the Congregational Council to review and determine the disposition of the complaint.

The officer will communicate and explain the policy to all employees and volunteers, who collect, retain or use personal information at St. Paul's. Information which explains the protection of personal information policies and procedures of St. Paul's has been prepared and is made public on the church notice board.

### **2. Identifying Purposes**

St. Paul's collects personal information for the following purposes:

- to create membership lists
- to communicate with committee and Council members and volunteers
- to inform members about the life of the church
- to maintain subscriptions to church publications
- to register participants for church events
- to compile statistical and historical information about St. Paul's
- to support the payment of staff (to meet government requirements and for the determination of payroll deductions)
- to compile limited medical information, such as food allergies, to ensure events and activities are safe

This list is not exhaustive, and it may change or be added to occasionally.

Individuals will be informed at the time of collection why information is being collected and for what purposes it will be used.

### **3. Consent**

An individual's consent will be sought for collection of personal information. Those collecting information will ensure that an individual can reasonably understand why and how the information will be used when consent is given.

Express consent will be obtained wherever possible. When an individual completes an application or registration form, consent to collect the information is assumed. Verbal consent will be recorded on electronic or hardcopy documents with the date and name of the person collecting the information. If consent is given in written or email form, a copy of the consent will be kept on file.

Appendix A shows an example Consent Form for the collection of information.

A large volume of personal information has been collected. This information will be handled in a manner consistent with the principles of the Policy to Protect Personal Information at St. Paul's Evangelical Lutheran Church. Individuals wishing to review their personal information held by St. Paul's may contact the Privacy Officer and may request the information be deleted.

Consent may be withdrawn by an individual. The individual shall be informed of the implications of the withdrawal.

Documents such as news releases or electronic communications will give individuals the option not to receive information in the future and provide a means for them to unsubscribe from future mailings and to remove their address from the mailing list.

#### **4. Limiting Collection**

Information is collected by St. Paul's for the purposes identified and is collected in a fair and lawful manner, consistent with the principles of the Privacy Policy. Information may be collected on an application or registration form or verbally. If collected verbally, the person gathering the information will record the date, the reason for collecting the information and an indication that consent was given.

The personal information collected is usually limited to name, title, gender, address, telephone number, email address, various dates (birth, baptism, confirmation, marriage, etc.) and congregational or committee membership. Some additional information needs to be collected for staff to support payroll, and allergy information (e.g., food) needs to be collected to ensure events and activities are safe.

#### **5. Limiting Use, Disclosure and Retention**

Personal information will only be used for the purposes identified.

Personal information is only able to be accessed by staff persons, administrators and occasionally volunteers of St. Paul's. All staff and volunteers will be provided guidance about how to appropriately use, retain and protect personal information.

Personal information will not be disclosed to any third party without an individual's consent. If personal information is to be published either in a document or on the St. Paul's website, express consent will be obtained from the individual(s) to publish their information prior to publication. Appendix B shows an example Authorization for Release form.

Individuals who would normally have their personal information published in the Annual Report, the monthly newsletter of St. Paul's, or the service bulletins will be given the option to have their personal information suppressed. If a third party requests personal information about an individual who chooses to suppress their information, the individual must be contacted to obtain their consent prior to releasing the information.

Personal information may be retained indefinitely by St. Paul's as the information is often used to compile statistical, archival and historical records about the church. Individuals may request that their personal information be deleted.

#### **6. Accuracy**

St. Paul's will endeavor to ensure that personal information collected and used is accurate. However, individuals are relied upon to inform the church of changes to their personal information. Changes should be communicated to the applicable synod office.

Individuals may request access to their personal information to review it for accuracy by contacting the Privacy Officer of St. Paul's.

### **7. Safeguarding Information**

Personal information at St. Paul's is normally stored in Church Windows (a database) or in paper files. Church Windows is protected by passwords. Only the Parish Secretary and Treasurer have access to personal information in Church Windows.

Personal information held in paper files is stored in locked filing cabinets. Only the Pastor, Parish Secretary and Treasurer have access to personal information in these cabinets.

Information that is printed such as mailing lists, committee membership lists, etc. will be protected against loss, theft or unauthorized access by ensuring such information is securely filed after use. Printed personal information will be shredded prior to being discarded.

### **8. Openness**

St. Paul's will publish its policies and practices regarding the management of personal information on the Church Bulletin Board and website. Individuals who request information about the policy and practices may be directed to these locations if appropriate or will be provided with a hardcopy of the policy and these compliance practices.

### **9. Individual Access**

Individuals are entitled to know what personal information St. Paul's holds and how it is to be used, disclosed or retained. An individual may make a request to access their information by contacting the Privacy Officer. St. Paul's will respond to such requests within a reasonable time and at no cost to the individual. Corrections to information and requests to delete information will be handled as quickly as possible.

### **10. Challenging Compliance**

The Privacy Officer of St. Paul's will address all concerns and queries related to the collection, use and retention of personal information and will respond to any challenges as soon as possible.

Complaints or queries will be received in writing by the Privacy Officer to:

Privacy Officer  
St. Paul's Lutheran Evangelical Church  
210 Silvercreek Pkwy. N  
Guelph, ON N1L 1L5

Email: [stpaulslutheran@stpaulsguelph.ca](mailto:stpaulslutheran@stpaulsguelph.ca)

St. Paul's encourages any individual who has a query or complaint about the management of personal information in the church to contact the Privacy Officer.

APPENDIX A: Consent Form for the Collection of Personal Information

*St. Paul's Evangelical Lutheran Church  
Guelph, Ontario  
(519) 821-7710  
stpaulslutheran@stpaulsguelph.ca*

**CONSENT TO THE COLLECTION OF PERSONAL INFORMATION**

**Please Print**

I hereby consent to the collection of the following personal information by St. Paul's Evangelical Lutheran Church for the specific use identified below:

Name: \_\_\_\_\_

Information being requested, reason why it is being collected, and how the information will be used:

Information to be Collected \_\_\_\_\_

Why Information being Requested \_\_\_\_\_

How Information will be Used \_\_\_\_\_

Information:

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Expiratory Date of Authorization: \_\_\_\_\_

Signed by: \_\_\_\_\_

Print Name: \_\_\_\_\_

Relationship to individual if request is not for personal information: \_\_\_\_\_

\_\_\_\_\_

*For Church Information Only*

Approved by \_\_\_\_\_

Privacy Information: The information requested above will be used by St. Paul's Evangelical Lutheran Church for the purpose of gathering statistical information. This information will not be shared with any other individual, institution, or database for any purpose, unless required by law. This information may be reviewed and changed at any time by contacting the Parish Secretary of St. Paul's.

APPENDIX B: Authorization For Release of Parish Record Information

*St. Paul's Evangelical Lutheran Church  
Guelph, Ontario  
(519) 821-7710  
stpaulslutheran@stpaulsguelph.ca*

**AUTHORIZATION FOR RELEASE OF PARISH RECORD INFORMATION**

**Please Print**

I hereby authorize St. Paul's Evangelical Lutheran Church to release from its parish records the information of

(name) \_\_\_\_\_ as it pertains to:

Baptism Records

Marriage Records

Confirmation Records

Other: \_\_\_\_\_

This information is to be sent to the following person:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: ( ) \_\_\_\_\_

I understand that this information is to be used by the recipient for the purposes of

Date: \_\_\_\_\_ Expiratory Date of Authorization: \_\_\_\_\_

Signed by: \_\_\_\_\_

Print Name: \_\_\_\_\_

Relationship to individual if request is not for personal information: \_\_\_\_\_

*For Church Information Only*

Approved by \_\_\_\_\_