ADR Institute of Alberta*

Privacy Policy

Accountability - We, at the ADR Institute of Alberta (*ADRIA*), recognize the importance of privacy. We have a professional and ethical obligation to keep confidential all information we receive within a business relationship subject to your instructions and applicable law. We manage your personal information in compliance with Alberta's *Personal Information Protection Act* and will comply in certain circumstances with the federal *Personal Information Protection and Electronic Documents Act*, as required. We may periodically amend our *privacy policy* to update our commitment to you in accordance with current privacy laws. If you have any concerns about our *privacy policy* or how we have handled your personal information, contact:

Paul Conway
Edmonton, Alberta
Phone: 780.433.4881 ext. 111

Collection Purposes - Personal information is any information that identifies you. In Alberta, business contact information such as business phone number and office address (if not a home office) is not considered personal information. We follow prudent business practices in collecting, using and disclosing personal information while providing you with our services. *ADRIA* collects personal information to serve your reasonable business and related needs. We require this information to understand, access and assist you with your ongoing business needs and to ensure that information is up-to-date.

Collection Methods - We collect information only by lawful and fair means. Whenever possible, we will collect personal information directly from you. Depending on the business services provided, with your consent, we may obtain relevant information from other reasonable sources.

Consent – Personal information will only be collected, used and disclosed with your consent except as required or permitted by law. Your consent with respect to collection, use and disclosure may be in writing, verbal or implied as necessary to meet your business needs. For example, every time a new member joins *ADRIA*, a report is filed with the ADR Institute of Canada (ADRIC) if the application is for full membership with voting rights. This is done for the protection of the member. Your consent to this disclosure is implied when you obtain full membership.

Disclosure Without Consent - In certain circumstances, we may disclose your personal information without your consent. Such circumstances include legal

compulsion or authorization and the necessity to respond to an emergency that threatens life, health or security of an individual or the public. Disclosure may also occur if it is necessary to establish or collect our fees or if the information is already publicly known.

Use of Personal Information - We use personal information to provide business services and to administer our membership business. Unless you consent, we will not disclose or sell your personal or business contact information to any third party to enable them to market their products or services. When we release information about you, it is done to serve specific needs, in the course of providing business services. With your consent, we may provide information to our staff and agents for reasonable business purposes. We may also provide personal information to third parties providing services to *ADRIA* provided the third party agrees to comply with our *privacy policy* and any applicable legislation.

Individual Access - You have the right to request a correction of the personal information that we hold about you. If during the course of our business relationship, any of your information changes, please inform us so that we can make the necessary changes. You may request access to the personal information we have about you and we will respond to this request in a timely fashion. This request must be in writing and we will charge a reasonable fee for retrieval and copying. By law, we must deny access when your file contains personal information on a third party and the information cannot be severed to maintain the third party's privacy. We may also deny access if your information relates to existing or anticipated legal proceedings against you, including unpaid bills to *ADRIA*. If we deny your request for access or correction, we will explain why. In all cases, we will attempt to mediate a resolution if possible.

Safeguards - In order to protect your personal information, we will not collect, use or disclose your personal information unless the purpose is identified or reasonably evident. *ADRIA* will keep your personal information only for as long as necessary to fulfill the stated purpose or as required by law. We will maintain your personal information as accurately as possible. In addition we will keep your personal information physically secure and protected by technological safeguards appropriate to the sensitivity of the information.

The ADR Institute of Canada Privacy Policy is the core privacy policy for ADR Canada. ADR Canada includes the National office and six regional affiliates (Ontario, Maritimes, Manitoba, Saskatchewan, Alberta and British Columbia).

The ADR Institute of Alberta Privacy Policy is a subset of the ADR Institute of Canada Privacy Policy and in the event of a discrepancy the ADR Canada policy supersedes *ADRIA*'s Privacy Policy.

* ADRIA includes ADRIA and ADRIC