



College of Alberta Professional Forest Technologists  
Protecting Your Personal Information

Personal Information Protection Policy  
2010

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## **INTRODUCTION**

The College of Alberta Professional Forest Technologists (CAPFT) is regulated by the *Regulated Forestry Protection Act*, the Registered Professional Forest Technologists (RPFT) Regulation and CAPFT Bylaws. In meeting its regulatory obligations CAPFT collects, manipulates and uses information, which describes the individual attributes of its members.

CAPFT is committed to protecting the personal information entrusted to it by its members. Personal Information of its members is managed in accordance with the provincial *Personal Information Protection Act* (PIPA), which is deemed to be substantially equivalent to the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA) legislation.

CAPFT manages the personal information in accordance to CAPFT's Personal Information Protection Policy and Alberta's *Personal Information Protection Act* (PIPA). The CAPFT Personal Information Protection Policy outlines the principles and practices CAPFT follows in protecting personal information under its custody and control. The policy also applies to any third party persons/businesses providing services on CAPFT's behalf.

## **CONTACT**

The Registrar has been authorized by the Council of CAPFT to be the designated individual with CAPFT to ensure that the College is in compliance with PIPA. The Registrar is also the contact person for answering questions regarding the Acts and receiving requests for personal information and complaints under the Acts. CAPFT employees, Council Members and members of the CAPFT committees are informed by the Registrar of CAPFT's Personal Information Protection Policy and procedures to ensure the protection of member's personal information. They are expected to maintain this confidentiality at all times. The Registrar is the only person who is authorized by CAPFT to release personal information.

## **PERSONAL INFORMATION**

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual.

Information CAPFT collects include demographic and forestry practice information, as well as employment information. Additionally, CAPFT also collects information via the application process on: education, forestry work experience, areas of practice and specialties, past professional conduct, work eligibility, practice restrictions, status of practice permit and continuing competence activities.

CAPFT normally collects personal information directly from the members. It may collect personal information from other persons with the consent of the member or as authorized by law. CAPFT will inform the members regarding the collecting of personal information and the purposes for collecting this information.

CAPFT may collect, use or disclose member personal information without consent only as authorized by law.

## **WHY CAPFT COLLECTS PERSONAL INFORMATION**

This information is collected in order to fulfill CAPFT obligations as defined in the *Regulated Forestry Profession Act* and the Registered Professional Forest Technologists Regulation. The regulation identifies information required for maintaining member registers (regulated and non-regulated) and the issuance of practice permits.

## **HOW YOUR PERSONAL INFORMATION IS USED**

CAPFT uses the information collected in order to protect the public from unprofessional conduct. Personal information collected is used to determine: registration eligibility, membership privileges and practice permit issuance.

## **CAPFT DOCUMENTS PERTAINING TO PIPA**

1. Protecting Your Personal Information – The College of Alberta Professional Forest Technologists Personal Information Protection Policy
2. Guidelines and Procedures for Complaints Handling of Personal Information
3. Procedures for Accessing Information Regarding Regulated Members of The College of Alberta Professional Forest Technologists (CAPFT)
4. Privacy Assurance Template (for third-party use of personal information)
5. Personal Information Protection Complaint Form

## COMMITMENT

CAPFT will protect your personal information, in accordance with the 10 principles of privacy, which have been established by the Government of Canada and the Government of Alberta.

### *Principle 1 – Accountability*

The College of Alberta Professional Forest Technologists (CAPFT) is responsible for personal Information under its custody and control and shall designate an individual or individuals who are accountable for the organization's compliance with the following principles.

1. Accountability for CAPFT's compliance with the principles set out in this Policy rests with the CAPFT Registrar, even though other individuals within the organization may be responsible for the day-to-day collection and processing of personal information.
2. CAPFT is responsible for personal information in its possession or custody, including information that has been transferred to a third party for processing. CAPFT shall use contractual or other means to provide a comparable level of protection while the information is being processed by a third party.

### *Principle 2 – Identifying Purposes*

The purposes for which personal information is collected shall be identified by CAPFT.

1. CAPFT shall document the purposes for which personal information is collected.
2. CAPFT will collect only the information necessary for the purposes that have been identified.
3. When personal information that has been collected is to be used for a purpose not previously identified, the new purpose shall be identified prior to use or at the time of use. Unless the law requires otherwise, the consent of the individual will be gained before the information is used for that purpose

### *Principle 3 – Consent*

The knowledge and consent of individual are required for collection, use, or disclosure of personal information, except where inappropriate.

1. Individuals can give consent in many ways. A hard copy form will most typically be used to seek consent, collect information, and inform the individual of the use that will be made of the information. By completing and remitting the form, the individual is giving consent to the collection and the specified uses. By way of example a check off box or choice declaration may be used to allow individuals who do not check the box or specify a declaration are assumed to consent to the transfer of this information to third parties.
2. A member may change or withdraw consent to use or disclose personal information at any time by providing the Registrar reasonable notice, as long as the information is not necessary for CAPFT to fulfill its legal obligations. Upon receiving such notice the Registrar will inform the member of the likely consequences (if any) of changing or withdrawing his or her consent.
3. CAPFT may collect information without consent only as authorized by law.

### *Principle 4 – Limiting Collection*

The collection of personal information shall be limited to that which is necessary for the purposes identified by CAPFT. Information shall be collected by fair and lawful means.

1. CAPFT shall not collect personal information indiscriminately. Both the amount and type of information collected shall be limited to that which is necessary to fulfill the purposes identified.
2. The Registrar will be the contact person if the member has any questions about the collection of their personal information.
3. Under certain circumstances PIPA allows CAPFT to collect personal information for the purposes of an investigation or legal proceeding.

### ***Principle 5 – Limiting Use, Disclosure, and Retention***

**Personal information shall not be used, disclosed, or retained for purposes other than those for which it was collected, except with the consent of the individual or as required by law.**

1. Personal information shall be retained only as long as necessary for the fulfillment of the intended purposes.
2. Personal information that has been used to make a decision about an individual shall be retained long enough to allow the individual access to the information after the decision has been made.
3. Personal information that is no longer required to fulfill the identified purposes of an investigation or legal proceeding.
4. Personal information may be used, disclosed or retained for the purposes of an investigation or legal proceeding.
5. Personal information may be disclosed without consent in certain situations as defined by PIPA. For example the Registrar may tell a caller that an individual is a member of CAPFT according to the professional register.

### ***Principle 6 – Accuracy***

Personal information shall be as accurate, complete, and up-to-date as necessary for the purposes for which it is used.

1. The extent to which personal information shall be accurate, complete, and up-to-date will depend on the use of the information, taking into account the interests of the individual. Information shall be sufficiently, accurate, complete, and up-to-date to minimize the possibility that inappropriate information may be used to make a decision about the individual.
2. CAPFT will not routinely update personal information, unless such a process is necessary to fulfill the purposes for which the information was collected.
3. Personal information that is used on an ongoing basis, including information that is disclosed to third parties, will be accurate and up-to-date.

### ***Principle 7 – Safeguards***

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

The following methods of protection will be used.

- a) physical measures, for example, locked filing cabinets and restricted access to offices;
- b) organizational measures, for example, security clearances and limiting access on a “need-to-know” basis; and
- c) technological measures, for example, the use of passwords and encryption.

### ***Principle 8 – Openness***

CAPFT will make readily available to individuals specific information about its policies and practices relating to the management of personal information.

The information made available shall include:

- a) the name or title, and the address, of the person who is accountable for the organization’s policies and practices and to whom complaints or inquiries can be forward;
- b) the means of gaining access to personal information held by the organization;
- c) a description of the type of personal information held by the organization, including a general account of its use;
- d) a copy of any brochures or other information that explain the organization’s policies, standards, or codes; and
- e) what personal information is made available to related organizations (e.g., subsidiaries).

### *Principle 9 – Individual Access*

Upon request, and individual shall be informed of the existence, use, and disclosure of his or her personal information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

**Note:** In certain, very rare, situations, CAPFT may not be able to provide access to all the personal information it holds about an individual. Exceptions to the access requirement will be limited and specific. The reasons for denying access will be provided to the individual upon request. Exceptions may include information that is prohibitively costly to provide, information that contains references to other individuals, information that cannot be disclosed for legal, security, or commercial proprietary reasons, and information that is subject to solicitor-client or litigation privilege.

1. Upon request, CAPFT shall inform an individual whether or not the organization holds personal information about the individual. If known, CAPFT will indicate the source of the information. CAPFT will provide an account of the use that has been made or is being made of this information and an account of the third parties to which it has been disclosed.
2. CAPFT will respond to an individual's request within a reasonable time and at minimal or no cost to the individual.
3. When an individual successfully demonstrates the inaccuracy or incompleteness of personal information, CAPFT shall amend the information as required. Depending upon the nature of the information challenged, amendment may involve the correction, deletion, or addition of information. Where appropriate, the amended information shall be transmitted to third parties having access to the question.
4. When a challenge is not resolved to the satisfaction of the individual, the substance of the unresolved challenge shall be recorded by the organization. When appropriate, the existence of the unresolved challenge shall be transmitted to third parties having access to the information in question.

### *Principle 10 – Challenging Compliance*

An individual shall be able to address a challenge concerning compliance with the above principles to the CAPFT Registrar.

1. CAPFT shall investigate all complaints. If a complaint is found to be valid, CAPFT will take appropriate measures, including, if necessary, amending its policies and practices.
2. The process for challenging compliance is contained in the Guidelines and Procedures for Complaints Handling of Personal Information (see below).

## **INFORMATION COLLECTED TO DATE**

PIPA considers personal information collected prior to January 1, 2004 to have been collected with consent. CAPFT may continue to use this information for the purpose it was collected. If CAPFT wants to use this information for purposes unrelated to the original purpose CAPFT will obtain new consent from the members.

Personal information collected after January 1, 2004 is subject to PIPA rules.

For clarification on the required information, contact the Registrar.

## **FEES**

CAPFT may charge, in accordance with applicable Acts, by-laws and regulations reasonable fees for access to personal information and for making copies of personal information requested.

## **INTERNET RELATED POLICIES**

CAPFT does not currently have any method to track visitors to its web site.

The privacy policy discloses the practices for the CAPFT website. However, the CAPFT website contains links to other websites. Once a visitor links to another website, they are subject to the privacy and security policies of the new website. We encourage individuals to read the privacy policy of all websites visited, especially if personal information is shared.

## **QUESTIONS AND ACCESS**

If you need to update personal information or membership information, please contact:

**EXECUTIVE ASSISTANT  
COLLEGE OF ALBERTA PROFESSIONAL FOREST TECHNOLOGISTS  
200, 10544 – 106<sup>TH</sup> STREET  
EDMONTON AB T5H 2X6  
PHONE: 780-432-1962  
FAX: 780-432-4183  
E-MAIL: REGISTRAR@CAPFT.CA**

If you have any questions or concerns about CAPFT's Privacy Policy, please contact:

**EXECUTIVE DIRECTOR/ REGISTRAR  
COLLEGE OF ALBERTA PROFESSIONAL FOREST TECHNOLOGISTS  
200, 10544 – 106<sup>TH</sup> STREET  
EDMONTON AB T5H 2X6  
PHONE: 780-432-1962  
FAX: 780-432-4183  
E-MAIL: REGISTRAR@CAPFT.C**

## GUIDELINES AND PROCEDURES FOR COMPLAINTS HANDLING OF PERSONAL INFORMATION

The College of Alberta Professional Forest Technologists (CAPFT) is committed to safeguarding personal information entrusted to the College by its members. CAPFT's Personal Information Protection Policy and *Alberta's Personal Information Protection Act* (PIPA) WWW.GOV.AB.CA/GP

CAPFT shall make readily available to individuals information regarding its policies and practices related to the collection, use and disclosure of personal information including the provision of written copies upon request and a posting on CAPFT's website. The Registrar shall be the Privacy Officer within the CAPFT regarding all matters related to personal information policy.

The registrar shall receive and investigate complaints from individuals about CAPFT's alleged contravention of its Personal Information Protection Policy and PIPA. The Complaints Process is as follows:

1. A member who believes that CAPFT has not complied with CAPFT's Personal Information Protection Policy or PIPA has the right to make a written complaint about the concern. This must be done by completing the Complaint Form (see below) and returning it to the Registrar. The complainant will be expected to provide complete details on how the complaint arose, including the parties involved, if known, and copies of all relevant documentation and reasons why the complainant believes his or her privacy has been breached. Assistance in completing this form is available by contacting the CAPFT office.

The members has the right to make a complaint to the Information and Privacy Commissioner appointed under the *Freedom of Information and Protection of Privacy Act*. Individuals wishing to make a complaint about the improper handling of their personal information should contact the Office of the Information and Privacy Commissioner for Alberta by phoning 1-888-878-4044 or visit the Commissioner's website at WWW.OIPC.AB.CA for more information. However, CAPFT encourages that the complainant first use CAPFT's internal complaint handling process.

The Registrar may decide not to investigate a complaint if:

- if the complaint relates to an act or practice that is not a possible breach of privacy of an individual;
  - if the complaint is trivial, frivolous or vexatious;
  - if it is no longer reasonably possible to investigate because of the length of time that has elapsed since the alleged contravening act or practice occurred;
  - the alleged contravening act or practice occurred prior to the enactment of the Privacy Code and PIPA;
  - the complaint relates to an act or practice that is subject to court proceedings that have commenced or are intended to be commenced.
2. When possible, the Registrar will attempt to resolve complaints informally. With the exception of the complaints listed above, if the Registrar feels the complaint is justified, he or she will investigate the complaint, prepare a written report of his or her findings and provide the complainant and the Executive Committee of CAPFT within 30 days of the complaint being filed with the Registrar. If the report cannot be provided within the 30 days, the Registrar will advise the complainant and the Executive Committee of the delay and the anticipated date of completion of the report.
  3. If the complainant disagrees with the report, he or she can ask the Executive Committee to review and reconsider the report by filing a written request setting out the grounds for the request. The Registrar shall have 30 days to provide the request to the Executive Committee and provide the complainant a response from the Executive Committee. The response of the Executive Committee is final. The member has the right to ask the Information and Privacy Commissioner to review the complaint and the Executive Committee's response.
  4. If the complaint is valid, CAPFT will take appropriate steps to resolve the complaint, including amending CAPFT's Personal Information Protection Policy and administrative practices. If the report from the Registrar recommends certain actions be taken by CAPFT or if there is a review and the Executive Committee directs certain actions be taken by CAPFT, the staff of CAPFT shall report to the Executive Committee within 30 days, and at such times as directed by the Executive Committee, whether such actions have been taken.



## **PROCEDURE FOR ACCESSING INFORMATION REGARDING REGULATED MEMBERS**

A primary role of the College of Alberta Professional Forest Technologists is to govern its regulated members in a manner that protects and serves the public interests. In its capacity as the regulating body the College is required by the *Regulated Forestry Profession Act* (section 27) to maintain registers containing essential information about each regulated member and any conditions that may be imposed the the College on that members practice permit.

Members of the public occasionally have reason to request information regarding a regulated member or a former regulated member. Potential employers, people seeking the service of a professional forest management consultant, members of the public requiring professional advice or people checking the status of a regulated member that provided a past service are amongst those members of the public most likely to request information regarding a regulated member or former regulated member. The public may find that CAPFT is the only reliable source of such information, other than the regulated member. The role of CAPFT as a provider of information to the public is primarily one of confirming that a member or former member is/was regulated and his/her current membership status. CAPFT is also obliged to identify any constraints on regulated member's practice permit.

Where it is not possible for the member of the public to obtain the information they require of a regulated/former member the *Regulated Forestry Profession Act* (section 28(1) provides the public a right to access such information from CAPFT. Section 28(1) states that; "If a memberof the public, during regular business hours, requests information in the register respecting a named regulated member, the College must provide the information described in section 27(3) (of the *Act*) with respect to that member". It must be noted that the register only contains basic information as defined by section 27(3) regarding a regulated member which includes the members name, registration number and the status of the regulated members practice permit.

CAPFT Bylaws states that the Registrar may provide information in accordance with the *Act* and regulations and may request justification from the person making the request for the information.

Where a member of the public provides a bona fide reason for requesting additional information, in accordance with section 2 of the [Registered Professional Forest Technologists Regulation Part 2](#), the Registrar may for the purposes of section 28(2) of the *Act*, release additional information to a member of the public during regular business hours. Such information will primarily serve to assist the College and the Member of the public in identifying the correct regulated member or where College determines a benefit to both parties such as providing a means of contact. Other information, if in the possession of the College will only be released if the regulated member or former member authorizes its release in writing.

PIPA, Section 20 allows CAPFT to disclose personal information, without consent in certain situations, for example if the disclosure is reasonable for an investigation or legal proceeding.

**PUBLIC REQUEST FOR PERSONAL INFORMATION FORM**

In order for the Registrar of the College to ascertain the nature of the information requested please provide the following information and return the form to:

**The Registrar  
College of Alberta Professional Forest Technologists  
200. 10544 – 106<sup>th</sup> Street  
Edmonton, AB T5H 2X6**

If you have any questions regarding the completion of this form, contact the Registrar at:

**T: 780.432.1962 Fax: 780.432.4183  
E-Mail registrar@capft.ca**

**1. Person submitting the inquiry:**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: Home \_\_\_\_\_ Work \_\_\_\_\_ Fax \_\_\_\_\_

E-MAIL: \_\_\_\_\_

May we contact you at work? **Yes No**

**2. Regulated Member whom you are seeking information about:**

MEMBERS FULL NAME: \_\_\_\_\_

REGISTRATION NUMBER OF THE MEMBER \_\_\_\_\_

ADDRESS OF THE MEMBER \_\_\_\_\_

PHONE: Home \_\_\_\_\_ Work \_\_\_\_\_ Fax \_\_\_\_\_

E-MAIL: \_\_\_\_\_

**3. Nature of Information Requested:**

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**4. Purpose for obtaining the information**

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5. Have you attempted to obtain the required information from the regulated member? **Yes No**

If yes what was their response? \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

a) Information has been supplied in accordance with Section 28(2) of the *Regulated Forestry Professions Act*

**Yes No**

b) Information has been supplied in accordance to section 20 of PIPA **Yes No**

c) The information supplied complies with section 27(3) of the *Personal Information Protection Act*

**Yes No**

d) Was other information requested? **Yes No**

e) If yes – what reasons were provided to justify the request

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

f) Was additional information provided? **Yes No**

g) If yes what was provided and your reason for providing it

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

h) Was the regulated member or former member contacted? **Yes No**

i) If yes, did they authorize the release of the information? **Yes No**

**PRIVACY ASSURANCE TEMPLATE**

**(For organizations that Both Handle and Have Access to Personal Information of CAPFT)**

We acknowledge that we deal with sensitive personal information on behalf of the College of Alberta Professional Forest Technologists. We understand that the College of Alberta Professional Forest Technologists is covered by the *Alberta Personal Information Protection Act*. We also acknowledge that we are covered by the *Alberta Personal Information Protection Act* in respect of any personal information that we collect, use and disclose and have taken steps to bring ourselves in compliance with it.

We assure you that we will only use the personal information transferred to us by the College of Alberta Professional Forest Technologists for the purpose for which it was transferred. We will maintain the security of the information in a manner consistent with privacy policies of the College of Alberta Professional Forest Technologists. We will either return the personal information to the College of Alberta Professional Forest Technologists or we will destroy it as soon as the purpose for which it was transferred is completed. We will not transfer or disclose the personal information to anyone outside of our organization with the prior written consent of the College of Alberta Professional Forest Technologists. We will not distribute the personal information provided to us by CAPFT to a third party with the written permission of CAPFT. It is understood that any third party must sign and return to CAPFT this privacy assurance template before any exchange takes place.

We acknowledge that we, for legitimate purposes, have access to the premises or electronic records of the College of Alberta Professional Forest Technologists. As such we could have access to sensitive personal information held by the College of Alberta Professional Forest Technologists. We assure you that we will not use or disclose any personal information held by the College of Alberta Professional Forest Technologists and will respect its privacy and security.

**Association/Organization:** \_\_\_\_\_

**Signing Authority:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**College of Alberta Professional Forest Technologists**

**Signing Authority:** \_\_\_\_\_

**Position: Registrar**

**Date:** \_\_\_\_\_

**PERSONAL INFORMATION PROTECTION COMPLAINT FORM**

In order for the Registrar of the College to ascertain the nature of the complaint and determine the appropriate follow up, please provide the following information and return the form to:

**THE REGISTRAR  
COLLEGE OF ALBERTA PROFESSIONAL FOREST TECHNOLOGISTS  
200, 10544 – 106<sup>TH</sup> STREET  
EDMONTON, AB T5H 2X6**

If you have any questions regarding the completion of this form, contact the Registrar at:

**T: 780.432.1962                      Fax: 780.432.4183  
E-Mail: registrar@capft.ca**

**1. Member submitting the complaint:**

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

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

**Phone: Home** \_\_\_\_\_ **Work** \_\_\_\_\_ **Fax** \_\_\_\_\_

**E-Mail:** \_\_\_\_\_

**2. What is the general nature of your complaint?**

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

*Please describe your complaint in your own words.*

*You may use a separate sheet of paper if necessary and attach it to this form.*

**3. What would you like to see happen as a result of your complaint?**

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

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**COMPLAINT – FOLLOW UP FORM**

For official use only

a) Attached complaint received this date \_\_\_\_\_

b) Complaint reviewed and initial action taken \_\_\_\_\_  
\_\_\_\_\_

c) The Regulated Member has been contacted and information provided Yes No

d) If yes – what initial reasons were provided to justify the type of activity that occurred?  
\_\_\_\_\_  
\_\_\_\_\_

e) Is it possible to resolve this complaint informally? Yes No

f) If yes what steps will you take? \_\_\_\_\_  
\_\_\_\_\_

g) The nature of the complaint that makes it complex \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

h) The Regulated Member informed of the outcome this (date) \_\_\_\_\_

i) Was the person filing the complaint satisfied with the  
1. Outcome Yes No Their Comments \_\_\_\_\_

j) Process \_\_\_\_\_ Comments \_\_\_\_\_