

Dutrifitness Personal Information Protection Policy

At Dutrifitness, we are committed to providing our clients with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our clients, protecting their personal information is one of our highest priorities.

While we have always respected our clients' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of Ontario's *Personal Information Protection Act (PIPA)*. PIPA, which came into effect on January 1, 2004, sets out the ground rules for how Ontario's businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our Clients of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting clients' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our clients' personal information and allowing our Clients to request access to, and correction of, their personal information.

Collecting Personal Information

Unless the purposes for collecting personal information are obvious and the client voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

Consent

We will obtain client consent to collect, use or disclose personal information. Consent can be provided *orally, in writing, electronically, through an authorized representative*

Using and Disclosing Personal Information

We will only use or disclose client personal information where necessary to fulfill the purposes identified at the time of collection. We will not sell client, lists or personal information to other parties

Retaining Personal Information

We will retain client personal information only as long as necessary to fulfill the identified purposes of the College of Kinesiology of Ontario.

Ensuring Accuracy of Personal Information

We will make reasonable efforts to ensure that client personal information is accurate and complete where it may be used to make a decision about the client or disclosed to another organization. A client may request correction to their personal information in order to ensure its accuracy and completeness

Securing Personal Information

We are committed to ensuring the security of client personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks. This includes: a physically secured office where personal information is held; the use of user IDs, passwords, encryption, firewalls; contractually requiring any service providers to provide comparable security measures.

Providing Clients Access to Personal Information

A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought directly to the Privacy Officer.

Questions and Complaints: The Role of the Privacy Officer or designated individual

The Privacy Officer **or Jacqueline Dupuis** is responsible for ensuring of Dutrifitness' compliance with this policy and the *Personal Information Protection Act*. Clients should direct any complaints, concerns or questions regarding Dutrifitness' compliance in writing to the Privacy Officer..

Contact information for Dutrifitness Privacy Officer or designated individual:

Jacqueline Dupuis

Jackie@Dutrifitness.ca

416-315-5586

If the Privacy Officer is unable to resolve the concern, the client may also write to the Information and Privacy Commissioner of Ontario
Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8
Telephone: Toronto Area (416/local 905): (416) 326-3333
Long Distance: 1 (800) 387-0073 (within Ontario)
TDD/TTY: (416) 325-7539
FAX: (416) 325-9195
www.ipc.on.ca