

# International CPTED Association Privacy Policy Statement



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## INTERNATIONAL CPTED ASSOCIATION

### PRIVACY POLICY

#### **Introduction**

The **International CPTED Association** respects the privacy of its members, clients and customers and understands the importance you place on the protection of personal information in its care.

Our commitment to protecting your privacy is important to us. You can have full confidence that, when you deal with us, your personal information will not be used in any way that you did not intend it to be used, and that the data will be held securely.

This Privacy Policy complies with the Privacy Principles embodied in the new Canadian Privacy Act, which came into effect April 29 2008. It explains how we collect personal information and how we maintain, use and disclose that information. It also outlines your privacy rights along with our general rights and obligations, as well as explaining how you can access the information we keep about members and how you can update your own database records.

This policy is binding on all staff and volunteer members as well as all regions of the organisation in the world.

#### **Primary purpose definition**

Personal information is collected and retained on past and present adult members, for the primary purpose of operating the **International CPTED Association**.

All information collected is directly applicable to the functions and activities of the **International CPTED Association** and to the health, well being and protection of its members.

This information is entered and stored, and may also be retained in electronic or hardcopy format by the organisation.

#### **Collection of data**

We will only collect personal information in a fair and lawful manner, and then only that information which we require to manage and promote our organisation.

When you apply for membership, the application form includes statements about privacy and requests for consent. Those privacy statements refer you to this policy where more detail is available on how any information about you may be used and disclosed in relation to your membership of the **International CPTED Association**.

When you apply for membership, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with this policy.

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## Identifiers

When you apply to become a member of the **International CPTED Association**, you will be identified by your name, address, email and phone numbers. This information has no relationship to any identifier assigned by any other agency.

## Type of data collected

Generally, we only collect personal information about you and from you, unless it is not reasonable or practical for us to do so or with your consent. We do not collect or store information about you from individuals or organisations not connected with the **International CPTED Association**.

Our membership application forms generally request information that identifies you, such as your full name and date of birth; and information that enables us to contact you such as address, phone and fax numbers, as well as email address. We may also ask, if employed, your occupation, position and employer's name and address. We also like to know your profession and interests and whether you have any other skills that may be of use to the organisation.

We also collect from internal sources and from members information related to events and activities they attend, conferences, appointments and qualifications related to the **International CPTED Association**.

## Sensitive data

The **International CPTED Association** is a voluntary, non-political, organisation, open to all without distinction and whose aim is to create safer environments and improve the quality of life through the use of CPTED principles and strategies.

We do not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), **unless** it is necessary to satisfy the aims and principles of our organisation, or is for the care and protection of our members.

Members of the **International CPTED Association** may become aware of sensitive and confidential information in relation to Clients. This information also falls within this policy and will not be divulged to other parties.

## Consent policy

When you join the **International CPTED Association** you agree that we may use your contact/personal details to send you information about our organisation and its activities and services that we feel may be of interest to you, and to contact you from time to time to obtain your feedback about our activities and services. You also agree to the collection of sensitive data for the purposes disclosed in this policy.

We will not use your personal information for any purpose that you would not reasonably expect us to use it for. Your information may be used to offer you other products, services and activities that will enhance our relationship with you. You may decide on joining, and at any other time by informing us in writing, that you do not wish to be contacted in this way. It is assumed that existing members have given consent unless they advise us otherwise.

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## Use and disclosure

By signing the membership application form you consent to us using your personal information in the following way:

- To maintain a register of our membership
- To respond to your request or help us process any request for our activities or services
- To effectively administer all activities and services that we provide to you
- To communicate with you about the activities and services that we may provide you
- To inform you of relevant internal or external activities, events, promotions or special offers that may be of interest to you
- To ensure the safety, health and well-being of all members while they participate in the **International CPTED Association** activities
- To carry out research, marketing or development of our products, activities and services including the surveying of members on their needs and attitudes
- To provide contact information to enable communication between members of the Association.

If you have chosen to provide us with your email address, we may use that address to advise you of matters of the **International CPTED Association** interest as well as for communication, marketing, planning, new services or research purposes. Members have the right to opt out of these additional communications. There is also an opportunity to opt in by joining email subscription lists which will be promoted through emails and the website.

We may release information about you where there is a duty to the public to disclose that information, or where disclosure is required or authorised for law enforcement or regulatory purposes.

The **International CPTED Association** undertakes to give proper and responsible consideration to privacy issues associated with the introduction of new marketing methods or technology.

## Data quality and integrity

We rely on the accuracy of the information that members or their formation provide us. We try to ensure that all information which we collect, use or disclose is accurate, complete and up to date. We conduct periodic internal checking procedures to ensure that as far as is practicable that the data held by us is accurate and current.

You should promptly notify us if there are any changes to your personal information.

## Data access and correction

You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 14 days.

There is no fee for requesting access to or updating your information.

Before giving you access to, or amending your records, either in person or over the phone, we may require you to prove your identity. We may ask you to verify your full name, date of birth and address.

From time to time, for the purposes of data correction, we may provide members or their formation with a computer printout of some or all-personal data that we hold on a member.

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The **International CPTED Association** may use forms other than the membership application form for various operational purposes. These forms often request personal details from members, which were previously collected from their original membership application. These provide us with further opportunities to ensure our data is accurate and current.

Any amendments to member's records will be processed as soon as possible after such reports or forms are returned to the Executive Director.

## **Access to data by members of the International CPTED Association**

The **International CPTED Association** is essentially an organisation that is run by its voluntary members. Communication between members is of primary importance for its successful operation. The provision of contact details to members to allow them to make contact with other members is very important.

For these reasons, the Board and Office staff are authorised to provide limited personal information about a member to another member for bona fide purposes. As a general rule we do not disclose the member's work details or any details as requested by members.

We also publish a contact list showing limited personal details for a select list of members. This list is provided to all those on the list for contact purposes.

## **Access to data by non members**

Access to personal information by non-members, is not permitted. Personally identifiable data is not provided to third parties or non-members.

## **Data security**

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

We may have physical, electronic and procedural safeguards to protect your information, which is held by us.

Any visitor, for any purpose, to any part of our premises in which customer personal information is kept is required to be accompanied by a member of staff while on the premises.

The destruction or de-identify any personal information such as computer reports will be done by secure methods, as soon as we no longer need the information for any purpose. However, current policy is that electronic information on the membership database on past members is not removed or archived.

## **Commercial use of data**

There are occasions when external organisations or individuals wish to offer a product or service to members, which we consider would be beneficial, or of interest.

Subject to our approval of the organisation and the material to be sent to members, and a signed agreement between the **International CPTED Association** and the organisation regarding data confidentiality, the **International CPTED Association** may provide mailing data in a secure format to that organisation, or to a mailing house on their behalf.

As with most organisations, the **International CPTED Association** relies on third party suppliers to conduct specialised activities such as bulk mail outs, data processing, printing etc. These agents act on behalf of the **International CPTED Association**. and do not facilitate their own commercial agendas whilst processing your personal information. While your personal information may be provided to these agents to enable them to perform their agreed tasks, such information remains the property of the **International**

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**CPTED Association** at all times and the agent organisations involved are bound by specific confidentiality, non-disclosure agreements and data disposal protocols.

The **International CPTED Association**, its suppliers and partners also abide by the Canadian Marketing Association Code of Ethics and Standards of Practice in relation to all direct marketing and electronic marketing to members.

The **International CPTED Association** may amend this policy from time to time. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our pages, and via an email to registered users.

## **Your rights**

You need not give us any of the personal information about you or any other person, which may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfil your request to become a member or provide you with an appropriate level of service.

You are entitled to ask us for access to your personal information records at any time, or to choose to cancel or opt-out of any service or future mailing.

You may elect to advise us that your phone and fax numbers are to be marked as 'silent' in which case we will not release or publish them in any form.

## **Changes to our privacy policy**

This information relates to our current privacy standards. We may vary our privacy standards from time to time. We will notify you of these changes