



# The Pacific Institute for Sport Excellence

## Our Commitment to Privacy

### Our Commitment to Privacy

At the Pacific Institute for Sport Excellence (P.I.S.E.) we respect your privacy and the confidentiality of your personal information. We are committed to keeping the personal information you share with us, whether via email, on the telephone or through our service partners, confidential. The use of such information will only be for the purpose for which it was collected. This Privacy Policy explains how the Pacific Institute for Sport Excellence and its service partners collect, use, disclose and protect the personal information we obtain.

### What is Personal Information?

Personal information is any information that identifies you as an individual. This includes such information as your name, address, email address, age, gender, transaction records, your credit card number and medical/health information.

### Standards of Privacy for Your Protection

Our Privacy Policy applies to all participants in Pacific Institute for Sport Excellence programs, whether you register as an individual, or as part of a team. The Policy also applies to any service providers collecting, using or disclosing personal information on behalf of P.I.S.E., including but, not limited to Canadian Sport Centre Pacific, Pacific Sport Victoria, LIFEMARK, Camosun College and MINDBODY. Following is an explanation of our standards for collecting your personal information.

### Why We Ask for Your Personal Information

In order to establish and benefit you as a participant, there is some personal information that we request. Personal information obtained from you will be used by the Pacific Institute for Sport Excellence to register you for a program or service of your choice, inform you of class changes, provide program updates and process your payment (s). The information we ask for depends on the program that you select. Your gender may be needed to place you in gender specific programs; your birth date is required to calculate your age for eligibility in some of our programs; some medical information may be required to confirm your ability to participate in certain programs.

### Collecting and Using your Personal Information

We obtain most of our information over the phone, on-line or in person and through the signing of waivers. With your consent, we may obtain personal information about you from third parties. This may include parents, guardian, or whoever is registering you in a program and paying for your registration.

Upon collection of your personal information, we will explain how we intend to use it. We will only collect the information that we need for your particular program and we will use it only for the purposes that are outlined. We will obtain your consent if we wish to use your personal information for any other purpose or before collecting personal information from, or providing personal information to, parties not affiliated with P.I.S.E.

Please note, we will not share health information that may have been provided in connection with a program, program withdrawal and refund request. With your consent, we may use certain information to provide you with updates on new programs and services or, general education information that may be of interest or benefit to you. This consent is optional and you can decide to withdraw it at any time.

Under no circumstances do we sell participant or personal information to others. We release your personal information to parties outside of P.I.S.E. only under the following circumstances:

1. When you give consent – We will disclose your personal information when you have given consent.
2. When required or permitted by law – for example, if we are required to comply with a subpoena, warrant, or court order, or if requested by a government institution which has the lawful authority to obtain the information.

In exceptional circumstances it may be necessary that we disclose your personally identifiable information if we believe, in good faith that disclosure is otherwise necessary or advisable to protect your interests (ie. in a medical emergency) or the interests of the Pacific Institute for Sport Excellence (ie. for the purpose of collecting a debt).

### Accuracy of and Access to Your Personal Information

We will make every reasonable effort to keep your personal information accurate and up-to-date. Having accurate information about you enables us to give you the best possible experience. You can help by keeping us informed of any changes such as if you move or change telephone numbers. If you find any errors in our information about you, let us know and we will make the corrections as soon as reasonably possible and make sure they are conveyed to anyone we may have misinformed. For information that remains in dispute, we will note your opinion in the file. You are able to access, adjust, or withdraw your information at any time.

#### **Protection of Your Personal Information**

We will protect the personal information we obtain about you with appropriate safeguards and security measures. We will retain your personal information only for the time it is required for the purposes we explain or as otherwise required by law.

#### **Accountability and Openness to Your Privacy Concern**

If, at any time, you wish to review, adjust, or withdraw your personal information, we will record and respect your choices. Where such a decision impacts our ability to provide you with a specific program or service, our staff will advise you of this in order to assist in your decision.

#### **Privacy on the Internet**

We recognize that you may have special privacy concerns regarding our communications with you over the internet. Your email address will be used strictly for the purposes of the Pacific Institute for Sport Excellence as outlined above. We may email you documents relevant to your registration, including invoices, receipts, or program confirmation. Any sensitive or confidential material will be removed from the document prior to sending them over the internet. With your consent, we may use your email address to provide you with information about P.I.S.E. and its affiliated programming. In particular, we will want to ensure that your personal information is secure and that you are aware of and can control our use of your personal information in the Internet environment.

Please remember that email over the Internet is generally unencrypted. We recommend that you do not send us sensitive or confidential information by ordinary email, as unencrypted email is generally not secure. We are equally concerned about your privacy on the Internet and this Privacy Policy applies in its entirety to anything you might do while visiting our web site, including messages sent to the email addresses provided.

#### **How We Protect Your Information**

The Pacific Institute for Sport Excellence has a contract with MINDBODY to provide P.I.S.E. with our web-based client membership, program registration and facility booking system. Personal information that is collected through this database is securely stored and warehoused in the United States and as such, in very rare circumstances may be accessed by the U.S. Government under the U.S. Patriot Act. P.I.S.E. and MINDBODY have security to protect our systems and your personal information against unauthorized access and use. MINDBODY employs Secure Sockets Layer (SSL) certificate encryption on its website to ensure stringent authentication and only authorized access as well as Domain Control Validation. P.I.S.E. and MINDBODY employ physical, electronic and managerial protections and procedures to prevent unauthorized access to the data that is collected on the web site and through its online registration system. All data is stored on password-protected computer systems and only authorized employees with appropriate clearances have access. For more information on how the Pacific Institute for Sport Excellence and MINDBODY protects the security of the data you provide to use, please contact the Privacy Officer at the Pacific Institute for Sport Excellence.

**Designated Privacy Officer - Pacific Institute for Sport Excellence**  
**Andrea Carey, Facility and Program Manager**  
**Contact Information**