

CANADIAN SEATING AND MOBILITY CONFERENCE PRIVACY POLICY

POLICY STATEMENT

The Canadian Seating and Mobility Conference (CSMC) is committed to collecting, using and disclosing personal information only so far as is necessary for the operation of the Conference. We will endeavour to remain transparent in our use of personal information at all times. Personal information includes details that are not already in the public domain (such as College Registers) and any information that can serve to identify a specific individual. Business information is not included in this policy, as it is not covered in the privacy legislation.

WHO WE ARE

A committee made up of volunteers representing the various sectors of the seating and mobility field operates the CSMC. We strive to maintain a balance of private and public sector workers, including clinicians, researchers, distributors, manufacturers and vendors. Administration of the Conference is through Conference Production Services, Inc.(CPS), operated by Theresa Risi who employs some full and part-time clerical staff. All registrant information is housed at the CPS office in New Hamburg, which is also the address of the Conference.

INFORMATION COLLECTION

As part of its operations, CSMC does collect personal information regarding registrants. The information collected includes:

- Name
- Home Address
- Home Telephone number
- Professional designation
- Place of employment
- Title
- Business address
- Business telephone number
- Email address
- Credit card number or other billing information

For speakers, additional information regarding work experience, publications, approach to practice and other professionally relevant details are collected. Information that is provided by registrants as feedback is collated for aggregate evaluation then shredding destroys the forms. The exception to this rule is the evaluations that are completed and collected for the fulfillment of a CEU application at the request of the registrant.

PRIMARY PURPOSE OF INFORMATION COLLECTION

The primary purpose of collecting this information is to enable the Conference staff to contact past and potential future registrants and speakers by mail or email for advertising details of the upcoming and future Conference. The information that is stored in the database is the information that a registrant provides when contacting the CSMC office for Conference information or for Conference registration.

PROTECTING PERSONAL INFORMATION

Personal information collected as part of the CSMC operations is considered privileged. Computers used by CSMC staff are password protected. Paper information is kept in a secure office. Emails to registrants and organizations affiliated with the CSMC are sent by blind carbon copy. The CSMC staff is trained to collect, use and disclose personal information only as necessary for CSMC operations. All CSMC committee members sign a confidentiality agreement that covers release of personal information. The CSMC does not sell or otherwise make available our mailing lists. Information is released to other stakeholders only with the written consent of the registrant. During the actual Conference, the registration desk is monitored at all times by CSMC staff and a Committee member.

RETENTION AND DESTRUCTION OF INFORMATION

The CSMC maintains a database of past and current CSMC registrants. The database was archived on December 31, 2003. From time to time, this database is reviewed and information is updated or eliminated if it appears that it is unlikely that the registrant will return to the Conference. Staff will also remove the names of any registrant who requests that they be dropped from the database. Paper files that are no longer required are destroyed by shredding. When computer hardware is discarded, the hard drive is purged of all information.

REQUESTING ACCESS TO PERSONAL INFORMATION

If, at any time, a registrant wishes to see the extent of information that is maintained by the CSMC, the registrant need only contact the Conference office and the information will be provided as quickly as possible. If the registrant feels that there is a mistake in the information, the registrant will be asked to contact the conference in writing, detailing the error and the information will then be modified accordingly.

COMPLAINTS PROCEDURE

In the event that a registrant has a concern with how CSMC is handling personal information, the registrant can reach the CSMC Information Officer, Diane Tait by contacting the CSMC office using one of the methods listed below.

TO CONTACT CSMC

Address: 14 Waterbridge Court, Kitchener, Ontario N2P 2A7
Phone: (519)208-0190
Fax: (519)208-0191
Web: www.csmc.ca
Email: csmc@rogers.com

GENERAL INQUIRIES ON PRIVACY LEGISLATION

The Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector and functions as a resource in disputes.

Contact information for the Commissioner is as follows:

Address: 112 Kent Street, Ottawa, Ontario K1A 1H3
Phone: 1-800-282-1376 or (613)995-8210
Fax: (613)947-6850
TTY: (613)992-9190
Web: www.privcom.gc.ca