

PRIVACY COMMITMENT

Abundant Community Edmonton is committed to assisting community leagues and groups with the safeguarding of personal information entrusted to them by neighbours. We advise leagues and groups to manage personal information in accordance with *Alberta's Personal Information Protection Act (PIPA)* – see <http://servicealberta.ca/pipa/> for more information – and other applicable laws.

This policy outlines the principles and practices we follow in advising on the protection of personal information and applies to a neighbourhood's Abundant Community Edmonton efforts and to any person acting on their behalf in the neighbourhood. A copy of this policy is provided to anyone who requests it.

PERSONAL INFORMATION

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

WHAT PERSONAL INFORMATION IS COLLECTED?

We advise that leagues and groups collect only the information that is relevant to the purpose and anticipated outcomes (e.g. facilitation of new relationships and connecting neighbours within a neighbourhood) and willingly offered by neighbours in response to the Neighbourhood Conversation Guide questions, for the purpose of learning about and sharing:

- What is valued in an ideal neighbourhood (e.g. vision for the neighbourhood).
- What activities and interests people are interested in engaging in with neighbours.
- What skills, abilities and experiences exist that neighbours may wish to share in some way with their neighbourhood.

We advise that leagues and groups collect this information directly from neighbours. Inform neighbours, before or at the time of collecting personal information, of the purposes for which information is being collected.

CONSENT

We advise leagues and groups to ask consent to collect, use or disclose neighbours' personal information. Assume neighbours' consent to continue to collect, use or disclose information already collected, for the purpose for which the information was collected, unless otherwise notified by the individual(s).

Where express consent is needed, ask neighbours to provide their consent orally (in person or by telephone) or in writing (by signing a consent form). A neighbour may withdraw consent to the use and disclosure of personal information at any time. This decision will be respected and responded to immediately.

HOW IS THE INFORMATION DISCLOSED?

The information collected by the Neighbourhood Connector and team of Block Connectors in a neighbourhood is used to facilitate connecting people within a neighbourhood, who have expressed interest and given permission to be connected, for the purpose of:

- Connecting neighbours who would like to engage in activities or shared interests with other neighbours, so that they can form groups and relationships where a need or interest emerges.
- Connecting the abilities and experiences of neighbours with other neighbours who have expressed a need, to facilitate the sharing of resources that exist within the neighbourhood.

To facilitate these connections, neighbours provide their name, email and/or phone number, and sometimes their general block, cul-de-sac or building location, so as to be connected with others within the neighbourhood.

All information is shared within and owned by the neighbourhood and used for the purpose of building a stronger culture of connection for the benefit of all neighbours. Personal information of neighbours is not shared outside of the neighbourhood unless permission is given, for the purposes outlined in the following paragraphs.

The Neighbourhood Connector meets monthly with Neighbourhood Connectors from other neighbourhoods implementing the Abundant Community Edmonton approach for the purpose of:

- Sharing successes and challenges of the over-all process (e.g. discovery and orientation of Block Connectors, neighbourhood conversation process, collecting information process, connecting neighbours process, etc.).
- Discussing new ways to improve the over-all process, sharing ideas, and offering general support and encouragement to each other.

If the Neighbourhood Connector shares stories from their neighbourhood at a Neighbourhood Connector meeting, it is for the purpose of shared learning and inspiration of others. They omit names and identifying information from their stories unless they have received permission from their neighbours to share details.

If a City of Edmonton employee or contracted consultant is present at a Neighbourhood Connector meeting, stories can only be shared if a FOIP form has been completed by the people involved in the story. (Note: The City of Edmonton collects information under the guidelines of FOIP for the purposes of evaluation of the over-all process of Abundant Community Edmonton so that the learnings can then be shared effectively with other neighbourhoods wishing to implement the approach in the future).

We advise that leagues and groups inform their employees and volunteers of any new purpose for which they will collect, use or disclose personal information, and obtain new consent before or at the time the information is collected.

HOW IS PERSONAL INFORMATION SAFEGUARDED?

We advise leagues and groups to make every reasonable effort to ensure that personal information is accurate and complete. We advise that leagues and groups rely on individuals to notify them if there is a change to their personal information that may affect their relationship with Abundant Community Edmonton. If you are aware of an error in the information about you, please let your community league or Abundant Community Edmonton neighbourhood leadership know and they will correct it upon request wherever possible. In some cases they may ask for a written request for correction.

We advise leagues and groups to protect personal information in a manner appropriate for the sensitivity of the information. Make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

Any information collected is safeguarded by the Block Connectors and their Neighbourhood Connector, with assistance from the community league or group supporting and supervising the initiative for the neighbourhood. The neighbourhood may choose from a variety of tools to store, safeguard and use information including: Google forms and spreadsheets, access database, excel spreadsheets or in some cases, secure online data collection tools that require passwords for access. If you have any questions about the tools and processes used for information storage and safeguarding used by your neighbourhood, please refer to the Neighbourhood Connector's contact information below.

ACCESS TO RECORDS CONTAINING PERSONAL INFORMATION

You may request access to your personal information orally (in person or by telephone) or in writing. You must provide sufficient information in your request to allow the community league or group to identify the information you are seeking. You may also request information about their use of your personal information and any disclosure of that information to persons within or outside Abundant Community Edmonton. In addition, you may request a correction of an error or omission in your personal information. The community league or group will respond to your request as soon as possible.

QUESTIONS AND/OR CONCERNS

If you have any questions or concerns regarding the collection, use or disclosure of personal information by Abundant Community Edmonton in your neighbourhood, or about a request for access to your own personal information, or about the tools and processes used for information storage and safeguarding in your neighbourhood, please contact:

_____, Neighbourhood Connector
for _____ Neighbourhood.

Email: _____

Phone: _____

If you are not satisfied with the response you receive, you may choose to contact the Information and Privacy Commissioner of Alberta:

Office of the Information and Privacy Commissioner of Alberta
Suite 2460, 801 – 6 Avenue, SW
Calgary, Alberta T2P 3W2

Phone: 403-297-2728

Toll Free: 1-888-878-4044

Email: generalinfo@oipc.ab.ca

Website: www.oipc.ab.ca