



Appraisal Institute
of Canada

Ontario

Ontario Association – Appraisal Institute of Canada

**Policy on the Collection, Use and Disclosure
Of Personal Information “Privacy Policy”**

1. OBJECTIVE & SCOPE

The Ontario Association of the Appraisal Institute of Canada (OA-AIC) respects your privacy. This Policy has been written to inform you of our practices regarding the collection, use and disclosure of Personal Information.

This Policy governs Personal Information collected from and about

- (i) individuals who are or may become members of the OA-AIC and
- (ii) individuals or organizations with whom OA-AIC might share Personal Information.

Using appropriate contractual or other arrangements, the OA-AIC will ensure that agents, contractors or third party service providers, who may receive Personal Information in the course of providing services to OA-AIC, protect that Personal Information in a manner consistent with this Policy.

This Policy does not cover aggregated data from which the identity of an individual cannot be determined. OA-AIC retains the right to use aggregated data in any way that it determines appropriate.

In the event of questions about: (i) access to your Personal Information; (ii) OA-AIC’s collection, use, management or disclosure of Personal Information; or (iii) this Policy; please contact:

Ontario Association of the Appraisal Institute of Canada
108 – 16 Four Seasons Pl
Toronto ON M9B 6E5
416-695-9333

2. THE COLLECTION, USE & DISCLOSURE OF PERSONAL INFORMATION

For the purposes of this Policy:

“Member” means an individual who has become or has applied for membership in the Appraisal Institute of Canada (AIC). Once membership has been granted in the AIC, the individual becomes a member of the OA-AIC if resident in Ontario.

“Personal Information” means any information, recorded in any form, about an identified individual, or an individual whose identity may be inferred or determined from such information.

By providing Personal Information to the OA-AIC you are in effect providing this information to the AIC. You thereby agree and consent to the OA-AIC collecting, using and disclosing your Personal Information in accordance with this Privacy Policy. As the OA-AIC administers in whole or part a variety of programs, policies and procedures instituted by the AIC, Personal Information you provide may be used for a number of AIC related purposes. These purposes include but are not limited to the following:

- **Designation and accreditation programs as may from time to time be mandated by the AIC.**
- **Continuing professional development programs, policies and procedures as mandated from time to time by the AIC.**
- **Providing information to assist in the administration of the AIC’s professional liability insurance programs.**
- **Professional practice investigations conducted by the AIC.**

In addition, the OA-AIC may use personal information in order to provide membership services such as:

- **Disseminating information about OA-AIC policies, programs, services**
- **Disseminating information of interest of a general nature to the membership**
- **Providing information about the election of directors**
- **Providing information to Chapters/Regions executives about members in that area**

If you do not agree with these terms, you are requested not to provide any Personal Information to OA-AIC. Unfortunately, this may affect the ability of the OA-AIC to provide some or all of the services normally provided to members and/or prospective members. Depending upon the type of information not disclosed to the OA-AIC, your ability to join the AIC or the OA-AIC may ultimately be impacted. This policy does not in any way affect the right of the AIC to create programs, services, policies or procedures within its mandate as an organization. Lastly, this Policy applies only to the OA-AIC and it in no way alters any obligation, duty, standard, or other responsibility that may exist as a result of the AIC’s Canadian Uniform Standards of Professional Appraisal Practice or other professional practice requirements.

The OA-AIC’s use of Personal Information is limited. However, the OA-AIC may disclose Personal Information to organizations that perform services on its behalf. This will only be done if such organizations agree to use the information solely for the purposes of providing services to the OA-AIC. These organizations are expected to handle this information in a manner that complies with all legal requirements and this Policy.

Nevertheless, there are circumstances where the use and/or disclosure of Personal Information may be justified or where the OA-AIC is obliged to disclose the information. These circumstances may include:

- Legal requirements where the OA-AIC has been ordered by a court, administrative agency or other tribunal;
- Where the OA-AIC believes, upon reasonable grounds, that it is necessary to protect the rights, privacy, safety or property of an identifiable person or group;
- Where it is necessary to establish or collect monies owing to the OA-AIC;
- Where it is necessary to permit the OA-AIC to pursue available remedies or limit any damages that the OA-AIC may sustain; or
- Where the information is public.

3. ACCURACY OF PERSONAL INFORMATION

The OA-AIC makes all reasonable efforts to ensure that any Personal Information provided by members and/or prospective members is accurate, current and complete. However, members and prospective members are reminded that it is their obligation where appropriate, to keep their information current and accurate. Information in closed files is not actively updated or maintained by the OA-AIC.

4. RETENTION OF PERSONAL INFORMATION

The OA-AIC retains Personal Information as long as it believes it is necessary to fulfil the purpose for which it was collected and to fulfill OA-AIC and AIC policies. Information may also be kept for other reasons such as legal requirements.

5. SECURITY OF PERSONAL INFORMATION

The OA-AIC takes reasonable steps to maintain adequate physical, procedural and other security measures. These steps are designed to prevent the loss of Personal Information and ensure that unauthorized access or use does not take place.

The OA-AIC only allows its employees and/or contractors access to Personal Information as may be required within the scope of their employment and/or contracted duties.

6. ACCESS TO PERSONAL INFORMATION

The OA-AIC allows members to access and review Personal Information held by OA-AIC about that individual. For example, this may be done through the web site of the AIC. Should an individual believe that information being held is inaccurate, he or she may request a change to the information held by the OA-AIC.

When Personal Information is no longer required, a member or a prospective member might ask to have the information deleted or destroyed.

The OA-AIC may decline access to Personal Information where:

- a) The information is about a deceased member;
- b) Is subject to solicitor-client or litigation privilege;

- c) Could reasonably result in: (i) serious harm to the treatment or recovery of the individual concerned; (ii) serious emotional harm to the individual or another individual; or (iii) serious bodily harm to another individual;
- d) May harm, or interfere with, law enforcement activities and other investigative or regulatory functions of a body authorized by statute to perform such functions;
- e) Is not readily retrievable and the burden or cost of providing would be disproportionate to the nature or value of the information; or
- f) Does not exist, is not held, or cannot be found by OA-AIC.

Where information will not or cannot be disclosed, the individual making the request will be provided with the reasons for non-disclosure. Where information can be disclosed, the OA-AIC will provide the information no later than 30 days following the request.

The OA-AIC reserves the right not to respond to repetitious or vexatious requests and the OA-AIC reserves the right to require sufficient information to confirm the identity of the person making the request before granting access.

7. AMENDMENT OF THIS POLICY

The Board of Directors of the OA-AIC adopted this on December 11, 2003. The OA-AIC will from time to time review and revise the Policy as it may be required. Such revisions may be made in conjunction with the AIC and other provincial associations of the AIC. In the event of any significant amendment, an appropriate notice will be communicated to the membership.