

PRIVACY OF INFORMATION

GENERAL

1. St. John Ambulance National Headquarters maintains personal files on all members, who are entitled to know the purpose for which the information is collected, and to restrict the use of this information, as set out in the policy below.

POLICY

2. St. John Ambulance National Headquarters uses the personal information in member files:
 - a. to maintain and develop the relationship with them as a member of St. John Ambulance;
 - b. to assure their eligibility for and receipt of any national service or merit awards or honours;
 - c. to promote and market products, goods and services offered by St. John Ambulance, whether gratuitous or for consideration, including by means of direct marketing;
 - d. to solicit donations to support the charitable works of the Order of St. John;
 - e. to administer membership, billing and accounting services relating to their affairs and relationship with St. John Ambulance National Headquarters;
 - f. to provide anonymous statistical information to all levels of St. John Ambulance in Canada, for the purposes of planning and evaluation;
 - g. to maintain historical data for St. John Ambulance National Headquarters in Canada;
 - h. to include on lists traded or sold to third parties for the purpose of communication or solicitation by such third parties;
 - i. to respond to reference requests made by other organizations; and
 - j. for such other purposes as may be required by law.
3. This information may only be accessed by employees and volunteers of St. John Ambulance authorized to have access to the information in members' files, for the exclusive purpose of fulfilling the above-stated objects.
4. This information will be maintained and administered at St. John Ambulance National Headquarters, 312 Laurier Avenue East, Ottawa, Ontario, K1N 6P6.
5. a. St. John Ambulance National Headquarters will disclose to any member any and all personal information about them, with the exception of nomination for admission or promotion in the Order before nominations have been approved.

- b. Members have the right to access their files.
 - c. Should a member wish to obtain a copy of any personal information contained in their file, St. John Ambulance National Headquarters will inform them in advance of any charge which may be levied for doing so.
6. Members have the right:
- a. to have any personal information in their file which is inaccurate, incomplete or ambiguous corrected. In addition, they have the right to have deleted any personal information in their file which is out-of-date, or not in accordance with the subject file, with the exception of information required to maintain historical records and accurate statistics;
 - b. to have their name excluded from solicitation on behalf of the Order of St. John, and/or from lists traded or sold to third parties for the purpose of communication or solicitation by such third parties;
 - c. to have communications from St. John Ambulance National Headquarters sent to them in the official language of their choice;
 - d. to have their name excluded from all communication from St. John Ambulance National Headquarters.
7. Councils are expected to replicate and implement this policy with appropriate changes of terminology and address for each Council.