

The CGA model frequently asked questions

The CGA Model Frequently Asked Questions (FAQ) have been made available to assist members of CGA (Members) to meet the obligations of new federal privacy legislation, which regulates the collection, use and disclosure of personal information in commercial activities.

The FAQ are intended to serve as a template for Members' customization and may be ideally suited for use on Members' web sites and/or privacy brochures. The entire FAQ should be fully reviewed by legal counsel with expertise in privacy law before Members rely or make use of it in relation to their specific situation. Sections of the FAQ that require particular attention have been noted in square brackets for your review and customization.

The FAQ and other privacy compliance tools made available by CGA do not constitute legal advice. Legal advice is dependent upon the particular facts in a particular situation, and the application of the appropriate laws and legal principles to that situation. As a result, CGA shall not be liable for any direct, indirect, incidental, consequential, special, punitive or exemplary losses or damages of any nature or kind whatsoever resulting from Members' use of the FAQ and/or other privacy compliance tools made available by CGA.

FREQUENTLY ASKED QUESTIONS

- Q. Why does [INSERT NAME OF ORGANIZATION] collect personal information about its [CLIENTS/CUSTOMERS]?**
- A. [INSERT NAME OF ORGANIZATION] collects personal information for the following purposes only:

[INSERT IDENTIFYING PURPOSES – LEGAL REVIEW NECESSARY]
- Q. Who is responsible for [INSERT NAME OF ORGANIZATION]'s personal information management practices?**
- A. Responsibility for [INSERT NAME OF ORGANIZATION]'s personal information management practices, including compliance with the provisions of The [INSERT NAME OF ORGANIZATION] Privacy Code, rests with the [INSERT NAME OF ORGANIZATION] Privacy Officer who can be reached at [INSERT 1-800 PHONE NUMBER] or via [INSERT E-MAIL].
- Q. How does [INSERT NAME OF ORGANIZATION] protect my personal information?**
- A. [INSERT NAME OF ORGANIZATION] protects your personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures, regardless of the format in which it is held. [INSERT NAME OF ORGANIZATION]'s employees follow procedures to protect and safeguard your personal information.
- Q. As a [INSERT NAME OF ORGANIZATION] [CLIENT/CUSTOMER], can I place restrictions on the collection, use and disclosure of my personal information?**
- A. Yes. You may refuse or withdraw your consent at any time. Please see The [INSERT NAME OF ORGANIZATION] Privacy Protection Pledge for details.
- Q. How can I best understand how [INSERT NAME OF ORGANIZATION] deals with the collection, use and disclosure of my personal information?**
- A. The [INSERT NAME OF ORGANIZATION] Privacy Protection Pledge sets out our commitment to protecting your privacy. More detailed information can be found in The [INSERT NAME OF ORGANIZATION] Privacy Code.
- Q. How is personal information defined under the *Personal Information Protection and Electronic Documents Act (Canada)*?**
- A. Personal information is defined as any information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.
- Q. Why has [INSERT NAME OF ORGANIZATION] made available The [INSERT NAME OF ORGANIZATION] Privacy Protection Pledge?**
- A. [INSERT NAME OF ORGANIZATION] wants you to understand the purposes for which we collect, use and disclose personal information about our [CLIENTS/CUSTOMERS]. Furthermore, we want to be sure that we have your consent to continue to collect, use and disclose your personal information for those purposes outlined in The [INSERT NAME OF ORGANIZATION] Privacy Protection Pledge. Finally, we have also developed The [INSERT NAME OF ORGANIZATION] Privacy Code to more fully explain our personal information management practices and to respect the *Personal Information Protection and Electronic Documents Act (Canada)*.

Q. Where can I obtain more information on privacy?

A. For a copy of the *Personal Information Protection and Electronic Documents Act* (Canada), please visit the Privacy Commissioner of Canada's web site at www.privcom.gc.ca