



Collection of Personal Information at Events

Cheat Sheet

This document is to be used as a cheat sheet to guide you in the collection, use, storage and destruction of personal information in a lawful way. It is not intended to be legal advice, simply an educated guide.

This guide is created using the 10 privacy principles. If you use these principles to guide you through the collection, use, storage and destruction of personal information then you are doing the right thing.

1. Who within the organization is responsible for the management of personal information?
 - a. If you are a third-party planner, it should not be your responsibility to manage or hold the personal information. You can collect the information on behalf of your client but ultimately the association or organization that has hired you should be responsible for the management and holding of the information.
2. If you are requesting personal information (in this scenario, specifically vaccination information), have you told the individuals why you are collecting the information?
 - a. If on your registration form you are asking people to check off that they are vaccinated, be sure to include information as to why you are asking that question. Don't assume it is known why, be very clear in your intent to gather the information.
3. Have the individuals given you consent to collect the information from them?
 - a. Permission can be given with a simple check mark or by requiring a signature.
4. Are you only collecting exactly what you need from them or are you asking them for "nice to have" information as well?
 - a. For example, if an attendee is registering for an online event, there is no need to ask them for their vaccination information. For that matter, there is no reason for you to ask for their home/office mailing address either. You are only allowed to ask for the specific information you need in order to process their registration.
5. Once you have collected the information from them, you understand that it can only be used for that purpose.
 - a. Any information you gather from an individual cannot be used for any other purpose other than what it was collected for. For example, if someone provides you with their

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- mailing address as part of a registration for an event, you can't then turn around and use it for a mailing list. Same goes for email addresses. If they provide it to you for registration, you cannot then use it to increase your email blast list.
6. As the organization collecting the information it is your responsibility to ensure that the information you are collecting is accurate.
 - a. You are going to be making a decision about this individual using the information provided. For example, are they allowed to attend your event if they are not vaccinated? You are responsible for ensuring that the information they have provided you is accurate so that you are making a fair assessment on their ability to attend your event.
 7. What is the security level of the information you have gathered and what safeguards have you put in place to protect that information?
 - a. Here are the levels of protected information that the federal government uses to protect information about individuals. It is your responsibility to protect the information you gather in a way that meets the security level required. For example, gathering a name and email address is much less dangerous than collecting someone's vaccination record.

Protected A

Applies to information or assets that, if compromised, could **cause injury** to an individual, organization or government.

Protected B

Applies to information or assets that, if compromised, could **cause serious injury** to an individual, organization or government.

Protected C

Applies to information or assets that, if compromised, could **cause extremely grave injury** to an individual, organization or government.

8. Does your registration form tell the registrants why you are collecting their information, what you are going to use it for, how you are going to store it and how you are going to dispose of it?
 - a. You are required to be very clear and up front about why you are collecting personal information. Take the time to write a brief description on your registration form that explains why you are collecting their personal information, what you are going to use it for, how you are going to store the information safely and what your plans are to

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destroy the information. Don't forget to tell them how long you are going to hold on to it for before destroying it.

9. What process have you put in place to provide individuals access to their personal information, if requested?
 - a. An individual has a right to ask you to provide them with the personal information you have about them. It is your responsibility to have a process in place that makes it easy for an individual to get access to their personal information while at the same time protecting the privacy of others.
10. If an individual doesn't like how you have managed their personal information, they have a right to file a complaint with the Privacy Commissioner of Canada or with the appropriate provincial commissioner.
 - a. Ensuring that you have documented processes and systems for the management of personal information will help move you through a complaint quickly and efficiently.

Have more questions? Need help managing personal information? We can help!