

BC Hockey Conduct and Discipline Policies

B.01

(Prev. 4.02)

CODE OF CONDUCT

BC Hockey members and registered participants shall adhere to the Codes of Conduct set out below:

BC Hockey Code of Conduct

As a BC Hockey member and registered participant, I shall adhere to the B.C Hockey Code of Conduct set out below. I understand that failure to adhere to this code may bring suspensions, sanctions or other disciplinary actions.

1. Treat everyone fairly within the context of their activity, regardless of gender, place of origin, colour, sexual orientation, religion, political belief or economic status.
2. Abide by the BC Hockey Harassment and Abuse Policy
3. Refrain from the public criticism of fellow members be they volunteers, athletes, coaches, or officials.
4. Respect the dignity of others and refrain from verbal or physical behaviours that constitute harassment or abuse.
5. Refrain from the use of profane, insulting, harassing or otherwise offensive language in my participation in any BC Hockey event.
6. Direct any comments or criticism at the performance rather than the person.
7. Take the initiative to learn, respect, communicate and adhere to the rules and regulations for the sport and the spirit of such rules, while encouraging other participants to do the same.
8. Abstain from the use of non-prescription drugs, tobacco products (or vapes) and from the drinking of alcoholic beverages in the discharging of BC Hockey duties and responsibilities.
9. Discourage the use of non-prescription drugs and alcoholic beverages or the use of tobacco products in conjunction with athletic events or celebrations.
10. At no time request, participate in or give into requests for sexual favours within any aspect of the game and immediately report such instances to the appropriate body
11. Communicate and cooperate with registered medical practitioners in the diagnoses, treatment and management of medical problems. Respect the concerns these medical personnel have when they are considering the future health and well-being of all participants and when making decisions regarding the ability to continue to perform or train.
12. Follow the annual training, competitive programs and rules of conduct as mutually agreed upon by Coaches and Athletes, while recognizing the responsibilities of the Athletes to adhere to and complete.
13. Participate in team training, practice and testing and satisfy all team program testing objectives.
14. Provide Coaches or supervisors with the results of training to enable them to monitor and assess improvement in performance.

Addendum for coaches, officials, volunteers and all other non-on ice participants.

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15. Regularly seek ways to increase my professional development and self-awareness.
16. In the case of minors, communicate and cooperate with the parent(s) or legal guardian(s), involving them in decisions pertaining to their child's development
17. Ensure that the activity being undertaken by members and participants is suitable to the age, experience, ability and fitness level of the individual and are conducted in a safe environment.
18. Be aware of and respect the pressures that may be placed on all participants as they strive to balance the physical, mental, emotional and spiritual aspects of their life. Conduct practices and participation in competition in a manner so as to allow success in all areas of their lives.
19. Consider the athletes' future health and well-being when making decisions regarding an injured player's ability to continue playing or training.

B.02

(Prev. 4.03)

SUSPENSIONS AND INVESTIGATIVE HEARINGS

BC Hockey shall conduct investigative hearings in a manner that promotes procedural fairness. This will include the right to a hearing, the right to an unbiased decision maker, and the right to appeal the decision resulting from the investigation.

B.02.01

(Prev. 4.03.1)

PROCEDURES

Where an individual has been indefinitely suspended, as per the applicable BC Hockey Suspension Guidelines or an individual or incident is being investigated by the BC Hockey Chief Executive Officer or designate as per BC Hockey Bylaws, the following procedures shall apply:

- a) The individual shall be notified, through their Association, League or Team President, on the appropriate BC Hockey notification form or letter.
- b) The notification form or letter shall indicate the individual or incident under investigation, the reason for the investigation, the procedures for a telephone or in-person hearing, and a time frame for the investigation and decision.
- c) The BC Hockey representative conducting the investigation shall be excused if the BC Hockey Chief Executive Officer considers there to be a conflict of interest or a real / perceived bias in their conducting the investigation.
- d) The individual under investigation shall have the right to have both supporting documentation presented on their behalf and have a support person / parent present during the hearing.
- e) If the individual is to be shown any of the correspondence that resulted in the investigative hearing being established, then either a summary should be provided or anywhere where it could lead to the complainant being identified must be removed.
- f) Any hearings shall be conducted using the BC Hockey Guidelines for conducting investigative hearings.
- g) The BC Hockey representative responsible shall maintain notes (not verbatim) of the investigative hearing and submit them to the BC Hockey Chief Executive Officer as per BC

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Hockey Bylaws, or submit them to the BC Hockey Office along with their Match / Gross Misconduct decision.

- h) If an in-person interview takes place, a third person, preferably a representative of the local hockey Association / League, shall be present.
- i) The decision based on the investigative hearing shall be communicated to the individual(s), through the Association, League or Team President, in writing stating the length of any suspension, the reason for it and advising the individual of their appeal opportunities.
- j) Should the person under investigation fail to respond by the date outlined in the notification form or letter, the decision letter shall note this.
- k) Appeals shall be conducted in accordance with BC Hockey Bylaws.
- l) In cases where in the opinion of the Chief Executive Officer a suspension of greater than 60 days is warranted, the Chief Executive Officer will impose an indefinite suspension pending a full investigation. The investigation will be initiated within 14 days of the incident by an appointee made by the Chief Executive Officer. Upon receipt of the full investigation report, the Chief Executive Officer shall impose a definite suspension in the event that the investigation has not been initiated within 14 days of the incident, the Chief Executive Officer shall have the authority to determine whether there has been a violation or breach of the Rules and Regulations and may determine that no disciplinary measures and/or sanctions are appropriate.

B.03

(Prev. 4.04)

VIDEO REVIEW POLICY

Members may submit video to BC Hockey to aid in reviewing certain incidents that have resulted in supplemental discipline, as prescribed by the minimum suspension guidelines. Video submissions are not considered an appeal but rather additional resources as part of the supplemental review process. All playing rule violation discipline is applied based upon the official game incident report [submitted by the on-ice official(s)] and the corresponding minimum suspension guidelines. In the interest of BC Hockey establishing the most informed outcome pertaining to incident(s) resulting in or requiring supplemental discipline, this policy establishes criteria on how to evaluate video.

When it has been determined that one (1) or more of the criteria within policy B.03 have been met, video will be evaluated upon a basis of 'conclusiveness' regarding the incident(s) under review. All accepted requests will be reviewed by BC Hockey's Referee in Chief (or designate) in coordination with the applicable discipline administrator.

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(Prev. 4.04.1)

INCIDENTS SUBJECT TO VIDEO REVIEW

By way of this policy, BC Hockey seeks to establish reasonable use of video review. Hockey Canada playing rule 5.1 (c) states 'A Referee shall have full authority and the final decision in all matters under dispute. Their decision shall be final on all questions of judgement and not subject to appeal.' The principles of rule 5.1 (c) generally apply to all penalty infractions, while this policy allows for the use of video to further evaluate incidents that qualify under the criteria below. It is important to understand the specific criteria under which incidents may or may not be subject to video review. No video will be reviewed while a game is still underway, and all requests must be submitted in accordance with the **submission process** (B.03.02) of this policy:

BC Hockey will not accept video for the purpose of reviewing any of the following:

- Video will not be used to review goals scored or goals disallowed.
- Video will not be used to review the conduct or actions of any team or individual participant, not otherwise outlined within this policy.
- Video will not be used for the purpose of reviewing on-ice official(s)' judgement (penalty calls or non-calls / overlooks), nor for the purpose of reviewing the on-ice official's penalty selection, unless otherwise outlined within this policy.

BC Hockey may accept video of incidents under one (1) or more of the following criteria:

- a) Any incident resulting in a match or gross misconduct penalty.
- b) Any incident where video provides conclusive evidence that the incorrect player or team official was penalized by the on-ice official(s) and video identifies the correct individual. This will only apply to incidents that have resulted in the application of supplemental discipline of one (1) game or more, in accordance with the applicable minimum suspension guideline(s).
- c) Any incident resulting in a documented injury due to an infraction that went unpenalized by the on-ice official(s) or was originally penalized under the incorrect rule. Video submissions under this criterion must include official medical and/or dental documentation of the injury and indicate under which playing rule the incident is to be reviewed; or the request for review will be denied.
- d) Any incident that went unpenalized and would otherwise result in a minimum two (2) game suspension, in accordance with the applicable minimum suspension guidelines.
- e) Any incident that was originally penalized under the incorrect rule and resulted in a suspension of at least two (2) games, in accordance with the applicable minimum suspension guidelines. Video submission under this criterion must indicate the playing rule the incident is to be reviewed; or the request for review will be denied.
- f) Any incident(s) requiring review of the conduct of any on or off-ice official(s), including but not limited to the guidelines of BC Hockey Officiating Program policy.

NOTE: BC Hockey has the discretion to request video footage from a Member pertaining to any incident under disciplinary review, regardless of whether it meets the above criterion.

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B.03.02

(Prev. 4.04.2)

SUBMISSION PROCESS

Video review requests will only be accepted when submitted by a Member, as outlined in the chart below. Therefore, video review requests will NOT be accepted directly from a player (including a parent or guardian), coach or spectator. All requests will be reviewed by a video review panel comprised of; the applicable Member or League discipline administrator (or department of player safety), BC Hockey Referee in Chief (or designate) and any other subject matter expert(s) deemed appropriate by the panel. The following are required for each video review request submission:

- a) A video must be provided in a format that captures the incident in its entirety and cued to the appropriate point in the timeline. No links to live streaming video sources or social media sources will be accepted.
- b) All requests must be accompanied by a legible copy of the verified game sheet.
- c) The video clip should NOT be altered and/or edited from its original format (e.g. slow-motion, zoomed in etc.), with the exception of trimming the video clip timeline to the relevant point of the game at which the incident occurred, as described in B.03.02 (a) above.
- d) All requests for video review must be submitted in writing to the appropriate Recipient / Administrator (chart below) within three (3) business days of the date on which the incident occurred or within 48-hours of the distribution of the notification of suspension; whichever is occurs first.
- e) All video review requests must be submitted by the applicable 'submitter' listed in the chart below and sent only to the applicable recipient, within the chart. Submissions must clearly identify the applicable criteria within B.03.02 under which the request is being submitted, including reference to the applicable Hockey Canada playing rule.

Submitter	Recipient / Administrator
SENIOR & JUNIOR HOCKEY	
Team Manager or Governor	League Commissioner or Designate
MINOR	
BCEHL(AAA) Team Manager	BC Hockey - Manager of Leagues
CSSHL Team Manager	CSSHL - Chief Operating Officer
MHA President	BC Hockey - Minor Discipline Coordinator

B.03.03

(Prev. 4.04.4)

VIDEO REVIEW PROCEDURE

All accepted video review requests will be provided to the appropriate BC Hockey video review panel (5.03.02). Video reviews are conducted based upon 'conclusiveness.' There are essentially, three (3) general outcomes of such reviews:

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- a) A video review may be deemed **'inconclusive - sustained'** if it is determined that the video does not provide sufficient evidence to overrule the original call or non-call. In such cases any applied suspension(s) associated to the penalty or penalties assessed by the on-ice official(s) will remain in effect.
- b) A video review may be deemed **'conclusive - amended'** if the video provides indisputable evidence that the on-ice official(s) misapplied the rule(s) or erred in a manner that the incorrect penalty was assessed, or the incorrect participant was penalized. In such cases, the corresponding suspension(s) originally applied may be either rescinded entirely or updated to the most applicable supplemental discipline / suspension(s), in accordance with the applicable minimum suspension guidelines.
- c) A video review may be deemed **'conclusive - sustained'** if it is determined that the on-ice official(s) applied the rule(s) correctly. In such cases, the originally prescribed suspension(s) will remain in effect.

NOTES:

- a) All suspended participant(s) that have had a video review submission accepted will continue to serve the suspension under the originally prescribed discipline while the video review process occurs, unless otherwise indicated by the video review panel or discipline administrator.
- b) Any participant(s) not originally suspended but have an incident accepted under video review will remain eligible to participate during the review process, unless otherwise indicated by the video review panel or discipline administrator. Should the incident result in the prescription of supplemental discipline, any applicable suspension will be effective immediately upon the conclusion of the video review.
- c) Once an incident has been accepted for video review, any actions (by any participants) captured within the video may be subject to disciplinary review. Therefore, should the video review panel determine that the video captures additional infractions, committed by any participant, outside of the scope of the original video review request, it is within the panel's discretion and authority to recommend discipline associated to those actions, in accordance with the minimum suspension guidelines. Any such recommendations will be provided by the video review panel to the applicable discipline administrator for action.
- d) Video review requests are intended to address supplemental disciplinary matters only and the results of any video review shall not change the outcome of a game.
- e) All video review decisions will be deemed final and are not subject to further appeal, under the principle of Hockey Canada playing rule 5.1 (c) and the application of any minimum suspension(s).

B.04

(Prev. 4.05)

UPHOLDING OF LOCAL SUSPENSIONS

BC Hockey members may make application to have a suspension issued by a member league or association upheld by BC Hockey. Applications are to be forwarded to the BC Hockey Chief

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Executive Officer and Discipline Coordinator and must include the following information in order to be considered:

- a) A formal written letter outlining the request.
- b) Supporting copies of all relevant notices, investigative materials and committee or hearing decisions.

NOTE: All investigative, disciplinary and appeal avenues set out in member Bylaws or Regulations must be exhausted prior to submission to BC Hockey.

Applications meeting the above criteria will be forwarded to the BC Hockey office attention to the Chief Executive Officer for consideration in accordance with BC Hockey Bylaws.

B.05

(Prev. 4.07)

SOCIAL MEDIA POLICY

BC Hockey Social Media Policy identifies the standard of behaviour which is expected of all BC Hockey members and participants including but not limited to; players, guardians, parents, coaches, officials, volunteers, directors, officers, committee members, team managers, trainers and administrators involved in BC Hockey activities and events.

BC Hockey is committed to providing an environment in which all individuals are treated with respect. It is understood that many minor hockey associations, teams and players may have an official web page and / or social media account. Social media accounts can include but are not limited to; Twitter, Facebook, Snapchat, Instagram, blogs, YouTube, etc.

Social media is a public domain which may be used to enhance opportunities in life and hockey. The positive use of social media is acceptable and encouraged by BC Hockey. The following items outline the BC Hockey Social Media Guidelines.

B.05.01

(Prev. 4.07.1)

IMAGE

- a) Content on social media should portray a positive image of the participant, team, association, league or BC Hockey.
- b) All participants who have or moderate a social media account must conduct themselves in a positive and professional manner that reflects as a healthy influence within their community.

B.05.02

(Prev. 4.07.2)

COMMUNICATION

- a) Social media may be used to promote hockey events (e.g. practices, games, tournaments etc.)
- b) Complimentary posts may highlight team play, good sportsmanship, achievements in hockey, school, or the community.

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- c) Inappropriate comments, pictures, racial slurs, threats against teammates, officials or opposing teams are prohibited. Social media may not be used to bully, harass, promote negative influences or criminal behaviour.
- d) It is recommended that all confidential information or personal contact information not be posted.
- e) Do not disclose personal information of others.

B.05.03

(Prev. 4.07.3)

BEST PRACTICES

- a) Include images and videos when possible
- b) Provide shareable, relevant, value-driven content
 - i. Support causes and people of admiration
 - ii. Celebrate team successes
- c) Remember, it is almost impossible to ever permanently delete a post

Should a violation(s) of the outlined guidelines occur they should be reported to BC Hockey and will be subject to an investigation. If a violation is found to have occurred, the participant(s) will be subject to disciplinary action under BC Hockey Bylaws.

B.06

(Prev. 5.12)

PARENT MEETINGS

BC Hockey requires that all Minor Hockey Associations host a parent meeting prior to November 15 annually. Such a meeting shall cover a minimum of the following:

- Review of key Minor Hockey Association Policies and Procedures i.e., Locker Room Policy, Team Selection, Ice Times
- Review of the Association complaint process / policy
- Code of Conduct expectations

Associations must file a report summary of such a meeting by December 1 annually. Failure to comply with this requirement will result in the cancellation of BC Hockey sanctioning for events hosted or operated by the Minor Hockey Association.

NOTE:

- Unsanctioned events are not eligible for cover age under the Hockey Canada Insurance Program.
- A parent meeting template agenda and presentation can be found on the BC Hockey website.
- *(Each Minor Hockey Association will be sent the above policy with a form that collects the information below)

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FORM INFORMATION:

MHA NAME: _____

DATE OF PARENT MEETING: _____

NUMBER OF PARENTS ATTENDED: _____

U9: _____ U11: _____ U13: _____ U15 AND ABOVE: _____

AGENDA OUTLINE: _____

GENERAL COMMENTS: _____

B.07

(Prev. 6.0)

PRIVACY POLICY

B.07.01

(Prev. 6.01)

PURPOSE OF THIS POLICY

This policy describes the way that BC Hockey and its associations collect, use, retain, safeguard, disclose and dispose of the personal information of prospective members, members, and others including players, coaches, officials, managers and volunteers.

This policy describes the way that BC Hockey will, subject to applicable legal requirements, adhere to all relevant federal and provincial legislative privacy requirements. The policy follows the 10 Canadian Standards Association (CSA) principles identified in the federal Personal Information Protection and Electronic Documents Act (PIPEDA). The policy describes each principle and the method of implementing each. BC Hockey will strive to meet or exceed federal and provincial legislative requirements and will ensure that it remains current with changing technologies and laws. Any and all changes will immediately be posted to the BC Hockey website.

B.07.02

(Prev. 6.02)

ACCOUNTABILITY

- a) BC Hockey will appoint a staff / volunteer person (the "Privacy Officer") whose responsibilities will include those of the implementation and monitoring of the BC Hockey Privacy Policy. The Privacy Officer will be responsible for "Branch / Association" privacy principles. This person will also be responsible for responding to access requests in accordance with this Policy.
- b) The Privacy Officer will report to the BC Hockey Chief Executive Officer, or designate and the ultimate responsibility for Privacy issues will rest with the BC Hockey Board of Directors. The Privacy Officer may at his / her discretion enlist assistance from other Staff / Board members

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and / or volunteers within the organization. This will not in any manner mitigate his/her responsibility for privacy issues.

- c) The Privacy Officer's identity will be fully disclosed and publicly accessible to BC Hockey members and the public in general. The "Branch / Association" Privacy Officer is Jeremy Ainsworth and can be contacted at privacy@bchockey.net.
- d) The BC Hockey Privacy Officer will ensure that BC Hockey manages all personal information in its possession in accordance with this policy including that which may be transferred to a third party. (Third party organizations who handle information on behalf of BC Hockey shall be contractually obligated to adhere to the standards of "Branch / Association").
- e) BC Hockey will implement internal policies, which will facilitate adherence to this Privacy Policy including but not limited to the following:
 - i. Security measures at all levels designed to protect personal information in our possession.
 - ii. Implementing procedures designed to respond to complaints and/or inquiries.
 - iii. Staff/volunteer training in all facets of information management, including awareness of the "Branch/Association" Privacy Policy and policies and procedures developed in accordance with the Policy.

B.07.03

(Prev. 6.03)

IDENTIFYING PURPOSES, TYPE OF INFORMATION COLLECTED AND WEBSITE

BC Hockey shall only collect the information reasonably necessary to conduct hockey programming. Access to our Privacy policies and procedures will be readily available. Similarly, the process by which challenges may be made to BC Hockey compliance and/or adherence to the legislation in question shall be readily available and transparent. To obtain further information, contact the BC Hockey Privacy Officer.

- a) BC Hockey collects personal information from prospective members, members, coaches, officials, managers and volunteers for the purposes of conducting hockey programming. Specifically:
 - i. A player's name, address and date of birth are collected to determine that the player's geographical, division of play and level of play information are consistent with Hockey Canada/Branch regulations.
 - ii. Historical information concerning past teams played for is collected in order to determine if any of the BC Hockey transfer regulations may apply.
 - iii. Information concerning an individual's skill level and development and feedback on programs is collected to measure the success of our programs in order that we may better plan future programs.
 - iv. Information as to a player's parents' name, address, telephone numbers and email addresses may be collected in order to facilitate emergency contact information as well as to ensure compliance with the BC Hockey residency regulations.

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- v. Educational information may be collected in order to ensure all of the BC Hockey residency regulations have been adhered to.
 - vi. Email addresses may be collected for the purposes of facilitating membership communication related to upcoming events and programs.
 - vii. Information about skill levels, ability, emergency contacts and health to ensure our activities are carried out in a safe and secure environment.
 - viii. Personal information collected for the purposes of hockey registrations may also be used for hockey specific research purposes including but not necessarily limited to hockey demographic type research.
 - ix. Affiliates. BC Hockey has numerous organizations, which offer hockey programs under their auspices. These include, but are not necessarily limited to the Canadian Hockey League, Vancouver Canucks, University Sport, Hockey Canada and provincial and local Branches, associations, and leagues. Hockey Canada, its Branches and/or Associations may disclose the personal information described above to all of these organizations in order to facilitate hockey programming and ensure compliance with rules and regulations.
- b) BC Hockey will endeavour through associations/leagues to advise potential registration candidates of the purpose for the collection of the data requested at the time of registration or by reference to our website at www.bchockey.net or the local Association/Branch website. We will further endeavour to ensure that all collectors of the personal information are familiar with the potential use of the personal data. All personal data collected by BC Hockey shall be maintained in either our office(s) and/or with the Privacy Officer.
 - c) BC Hockey will request individually permission for the use of any personal data collected which is extraneous to that which has been identified above, unless said usage is authorized by law.
 - d) BC Hockey may also use information about an individual who accesses secure areas of www.bchockey.net or other member Branch/Association websites. Information you are asked to provide during your use of our website may include your name, address, email address, age, sex [and the other types of personal information listed above). All such personal information will be treated within the same parameters as other personal information collected by BC Hockey through other means. It is always your choice to provide information in certain fields although failure to complete certain sections may inhibit your ability to fully access all areas of the website. Our website also collects non-identifiable information about users such as the users IP address, the sections of the website visited and the information downloaded. BC Hockey may use this non-identifiable information and disclose it to service providers, for system administration purposes and to improve the website.

B.07.04 *(Prev. 6.04)*

CONSENT

- a) BC Hockey will use the personal information for the uses specified above in this document. By consenting to provide your information to BC Hockey, you are deemed to consent to our use of

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the information for the purposes of hockey programming listed in this Privacy Policy and to disclosure of the information to other associated organizations for the same purpose.

- b) In addition to using personal information for hockey programming purposes, BC Hockey may from time to time wish to use member name, address and contact information for the purposes of providing promotional opportunities, including by providing the information to the BC Hockey branches, leagues and associations and other third parties who BC Hockey believes provide services or goods that may be of interest to you. BC Hockey and any such third parties may contact you to with promotions [or to provide further hockey specific communications and association/league Branch information updates]. BC Hockey will provide an opportunity for the member to consent to these opportunities during the registration process. If you consent but later wish to opt out of this use of information later, you may do so by contacting BC Hockey.
- c) BC Hockey recognizes that hockey by its nature is a contact sport and injuries are to a certain extent inherent in the game. We believe medical records, medical history and medical forms of the individual may be of assistance in an emergency situation and therefore we may request them. While our members and prospective members are under no obligation whatsoever to supply this information, and may refuse to do so without penalty, BC Hockey will consider receipt of this information as consent for its subsequent use in an emergency medical situation.
- d) If at any time you wish to withdraw your consent to the use of your information for any purposes, you may do so by contacting the Privacy Officer for BC Hockey. We will do our best to accommodate your request in a timely fashion without diminishing the services we provide to you. We will explain to you the impact of your withdrawal on any services we provide to you.
- e) BC Hockey may collect personal information without consent where reasonable to do so and where permitted by law.

B.07.05 *(Prev. 6.05)*

LIMITING COLLECTION

- a) All information shall be collected fairly and lawfully within the criteria as set forth in our Privacy Policy.
- b) BC Hockey shall not indiscriminately collect information. The amount and type of information we collect shall be limited to that which is required to fulfill our identified purposes.
- c) BC Hockey will not use any form of deception in gaining personal information from its members.

B.07.06 *(Prev. 6.06)*

LIMITING USE, DISCLOSURE AND RETENTION

- a) Subject to applicable legislation, BC Hockey shall limit use of personal information it collects to purposes that we have disclosed in Sections 6.03 (Identifying Purposes) and 6.04 (Consent).
- b) BC Hockey shall maintain documents for certain periods of time dependent upon necessity. More specifically:

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- i. We will normally maintain registration data for a three-year period after an individual has left our programs in the event that an individual chooses to return to our programs after leaving.
 - ii. Parental/family information will be normally maintained for a similar three-year period after a member has left our programs.
 - iii. Affiliates. BC Hockey has numerous organizations that offer hockey programs under the auspices of "Branch/Association". As explained above, BC Hockey may from time to time share information with these Branches, associations, and leagues in order to facilitate hockey programming and ensure compliance with rules and regulations.
 - iv. BC Hockey may from time to time enlist the services of third party vendors in order to provide hockey programs, technical and support services. Prior to enlisting the services of these firms we will contractually commit them to treat your personal information consistent with the Privacy Policy of "Branch / Association".
 - v. BC Hockey may at some point be involved in the sale, merger, transfer or reorganization of its activities. We may disclose personal information to the other party in such a transaction. BC Hockey will ensure that we contractually obligate the other party to treat this information in a manner consistent with our Privacy Policy.
 - vi. BC Hockey may disclose your personal information to a government authority that has asserted its lawful authority to obtain the information or where the association has reasonable grounds to believe the information could be useful in the investigation of an unlawful activity, or to comply with a subpoena or warrant or an order made by the court, person, or body with jurisdiction to compel the production of the information or otherwise as permitted by applicable law.
 - vii. BC Hockey may at its discretion release personal information for the purposes of collecting debts that may be owed to BC Hockey.
- c) Certain documents may be subject to legislated retention periods either federally or provincially and these will be respected at all times by BC Hockey

B.07.07 *(Prev. 6.07)*

ACCURACY

- a) BC Hockey shall strive to ensure to the extent it can that the information entrusted to us is maintained in an accurate manner. We shall try to maintain the interests of the individual and attempt to ensure that decisions are not made for or about an individual based on personal information that is flawed.
- b) BC Hockey shall only update information in the event of a renewal or registration and/or an update.

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B.07.08

(Prev. 6.08)

SAFEGUARDS

- a) Security safeguards have been implemented to ensure your personal information is protected from theft as well as unauthorized access, disclosure, copying, use or modification thereof.
- b) The level of safeguards employed shall be directly related to the level of sensitivity of the personal information collected. The more sensitive the information, the higher the level of security employed.
- c) Methods of protection and safeguards to be employed shall include but in no way be necessarily limited to locked files, offices and storage areas, security clearances and need to know access as well as technological measures such as passwords and encryption.

B.07.09

(Prev. 6.09)

OPENNESS

- a) BC Hockey publicly discloses the methods by which we handle your personal information. This information is readily available through our Privacy Policy, on our website or upon request by contacting the BC Hockey Privacy Officer at privacy@bchockey.net or 250 652 2978.
- b) The information available includes:
 - i. The name, address, and phone number of the BC Hockey Privacy Officer.
 - ii. Please forward any requests to privacy@bchockey.net
 - iii. A description of the type of personal information held by BC Hockey and our general uses thereof. This includes:
 - a. Registration information, including name, date of birth, address, past teams played on, medical information and email addresses.
 - b. Information used for scouting, potential sponsorship opportunities, donors, alumni and information retained for the purposes of the BC Hockey business contacts.
 - iv. Information that may be made available to related organizations, Branches, associations, leagues and/or third-party service providers, in accordance with the provisions of this Privacy Policy.

B.07.10

(Prev. 6.10)

INDIVIDUAL ACCESS

- a) Subject to applicable legislation, upon request by the individual concerned BC Hockey shall disclose whether or not it actually holds personal information on an individual. We shall disclose the source of this information when requested and provide an account of third parties to whom the information may have been disclosed.
- b) BC Hockey may request sufficient information to confirm your identity before releasing your personal information to you.
- c) Subject to applicable legislation, BC Hockey shall endeavour to provide this information within 30 days of receipt of the information requested and only charge nominal fees for the purpose of offsetting its expenses incurred in supplying the requested information. This information shall be provided in an understandable format at the time you make a request.

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- d) Any inaccurate information that is brought to our attention shall be corrected by BC Hockey as quickly as possible and any pertinent third parties shall be apprised of the corrections in due course.

B.07.11

(Prev. 6.11)

CHALLENGING COMPLIANCE

- a) BC Hockey has in place procedures for the resolution of grievances in the administration of its Privacy Policy.
- b) Upon receipt of a complaint BC Hockey shall make available the complaint procedures that will be simple and easy to access.
- c) BC Hockey shall investigate all complaints. If the complaint is deemed justified BC Hockey shall take the appropriate steps to ensure that compliance is achieved and will make changes to its policies to allow for compliance in the future.
- d) All complaints shall be addressed to the BC Hockey Privacy Officer.