



## POLICY FOR COLLECTING PERSONAL INFORMATION

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## POLICY FOR COLLECTING PERSONAL INFORMATION

Privacy of personal information is an important principle to Canadian College of Business, Health and Arts Inc.

We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. We also try to be open and transparent as to how we handle personal information. This document describes our privacy policies.

The following policy is in place at Canadian College of Business, Health and Arts Inc. in compliance with the requirements of the Personal Information Protection and Electronic Documents Act (PIPEDA). This is federal legislation which is intended to provide Canadians with a right of privacy with respect to their personal information that is collected, used or disclosed by an organization in the sector in an era in which technology increasingly facilitates the collection and free flow of information.

### 1. SUMMARY OF THE ACT

Organizations covered by the PIPEDA must obtain an individual's consent when they collect, use or disclose the individual's personal information.

The individual has a right to access personal information held by an organization and to challenge its accuracy, if required. Personal information can only be used for the purposes for which it was collected. If an organization is going to use it for another purpose, consent must be obtained again.

Individuals should also be assured that their information will be protected by specific safeguards, including measures such as locked cabinets, confidentiality agreements, computer passwords or encryption.



## 2. PRIVACY PRINCIPLES

PIPEDA identifies the following privacy principles, which Canadian College of Business, Health and Arts Inc. is committed to upholding:

**Accountability:** An organization is responsible for personal information under its control and shall designate an individual or individuals who are accountable for the organization's compliance with the these privacy principles.

**Identifying Purposes:** The purposes for which personal information is collected shall be identified by the organization at or before the time the information is collected.

**Consent:** The knowledge and consent of the individual are required for the collection, use or disclosure of personal information, except when inappropriate.

**Limiting Collection:** The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization. Information shall be collected by fair and lawful means.

**Limiting Use, Disclosure, and Retention:** Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by the law. Personal information shall be retained only as long as necessary for fulfillment of those purposes.

**Accuracy:** Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

**Safeguards:** Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

**Openness:** An organization shall make readily available to individuals specific information about its policies and practices relating to the management of personal information.

**Individual Access:** Upon request, an individual shall be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

**Challenging Compliance:** An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals for the organization's compliance.

## Exceptions

Some groups, such as law enforcement agencies and journalists, have a lawful or investigative need to collect, use and disclose personal information without having to obtain the consent of the concerned individuals. For these reasons, certain exemptions are included:

- where such data can contribute to a legal investigation or aid in an emergency where people's lives and safety could be at stake;
- where disclosure facilitates the conservation of historically important records;
- where the action clearly benefits the individual or if obtaining permission could infringe on the information's accuracy; or
- where the information is collected, used or disclosed solely for journalistic, artistic or literary purposes.

### **3. PERSONAL INFORMATION PROTECTED BY THE ACT**

Personal information is information about an identifiable individual. Personal information includes information that relates to their personal characteristics (e.g., gender, age, income, home address or phone number, family status), their health (e.g. health history, health conditions, health services received by them) or their activities (opinions, evaluations, comments, disciplinary actions, intentions). Personal information is distinct from business information (e.g., an individual's name, business address and telephone number), which is not protected by privacy legislation.

### **4. WHO WE ARE**

Canadian College of Business, Health, and Arts Inc. is engaged in the education and training of students who wish to pursue a career in Business, Health, Arts and I.T sectors. We engage a few third-party organizations and independent contractors that may, in the course of their duties, have limited access to personal information that we hold. These include accountants, computer, website consultants, clinic supervisors and co-op students among others.

We restrict their access to any personal information we hold as much as is reasonably possible, though in some instances, it may be necessary for them to have access to personal information to allow them to effectively perform their tasks. Independent contractors and co-op students are required to sign contracts which contain confidentiality provisions regarding the information they may have access to.

## 5. PERSONAL INFORMATION WE COLLECT

### Students

We collect, use and disclose only that personal information that allows us to efficiently and effectively operate the college, in accordance with sound business practices and in compliance with relevant legislation and the requirements of other regulatory bodies. In this regard, personal information is collected for the following purposes:

- to enroll the student in the college in accordance with relevant legislation.
- to engage in on-going, up-to-date communication with a student as to their academic performance and status at the college.
- to allow the college to communicate a student's financial status with the college.
- to administer student loans and other government funding in accordance with relevant legislation and guidelines.
- to ensure that students are free from TB in the interest of the protection of the public.
- to ensure the college's policies and procedures (including disciplinary policies related thereto) as outlined in the Program Catalogue are properly adhered to and, where necessary, fairly enforced; and
- to invoice students for goods or services that were not paid for at the time, to process credit card payments or to collect unpaid accounts.

Examples of the information that we collect include identifying information ( student name, address, phone number, email address, emergency contact name); the enrollment contract between the student and the college; attendance records and related notes and information pertaining to absences; tests, examinations and other academic evaluations; grades; certification that the individual is free from TB; financial transaction history with the college including invoices, receipts, student loan information and, where applicable, credit card information; photographic consent (for promotional purposes) and notes related to student meetings for academic purposes or for any dispute or disciplinary action against the individual. We also take measures to ensure student ID is verified in accordance with student loan administration requirements and maintain a written ID verification record on file.

The personal information that we collect is with the informed consent of the individual.

### Employees

Canadian College of Business, Health and Arts Inc., is dedicated to the pursuit of excellence in post-secondary education. To this end we ask for personal resumes, diplomas, transcripts, and evidence of relevant certification. This information is collected and stored with the informed consent of the individual.

## Independent Contractors

For people who are contracted to do work for us (e.g., computer consultants, co-op students, clinic supervisors), our primary purpose for collecting personal information is to ensure we can contact them in the future (e.g., for new assignments) and for necessary work-related communications (e.g., sending out invoice payments, year-end tax receipts). Examples of the type of personal information we collect for those purposes include home addresses and telephone numbers and, where the independent contractor is an individual, Social Insurance Numbers. It is rare for us to collect such information without prior consent, but it might happen in the case of health emergency (e.g., a SARS outbreak) or to investigate a possible breach of law (e.g., if a theft were to occur in the clinic).

If contract staff or co-op students wish a letter of reference or an evaluation, we will collect information about their work-related performance and provide a report as requested by them. In order to obtain Errors and Omissions insurance, the College must disclose personal information to its insurance company regarding its instructors' qualifications and experience.

As a service to our graduates and in compliance with legislation, the College maintains transcripts onsite and offsite (where required by legislation). Transcripts may be ordered directly from each school for a fee.

## 6. PROTECTING PERSONAL INFORMATION

Paper information is either under supervision or secured in a lock door restricted area.

Electronic hardware is either under supervision or always secured in a locked or restricted area. In addition, passwords are used in computers and changed regularly.

Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies.

Electronic information is transmitted either through a direct line or is password protected.

All staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy.

External consultants and agencies with access to personal information must enter into confidentiality provisions with us.

## 7. RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We retain personal information as long as necessary to comply with legislative and/or regulatory requirement. Information may be retained longer with the consent of the individual (e.g. Personal information for members of the Alumni Association may be retained as long a they remain active members). We retain personal information pertaining to delinquent accounts until the account is collected or otherwise closed.

We retain required student information (each province determines which information must be retained in the student's file) for 1-3 years (depending on the province) following the student's exit from his/her Program of Study or until the student has fulfilled all Enrolment Contract obligations if this is longer (e.g. delinquent accounts).

## 8. VIEWING YOUR INFORMATION

With only a few exceptions, you have the right to see what personal information we hold about you. Often all you must do is ask. We will identify the records we have about you. We will also try to help you understand any information you do not understand. We will need to confirm your identity, if we do not know you, before providing you with this access.

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# MORE INFORMATION



**PHONE :**  
705-344-7490



**WEBSITE :**  
[www.cdncollege.ca](http://www.cdncollege.ca)



**ADDRESS :**  
257 Pinnacle Street, Unit #102,  
Belleville , Ontario K8N 3B2

**THANK YOU!**

