

## Prince Rupert Port Authority Corporate Privacy Statement

The Prince Rupert Port Authority (“PRPA”, “us” or “we”) is a port authority established by Letters Patent issued by the Minister of Transport, with the approval of the Governor-in-Council, pursuant to Section 8 of the Canada Marine Act (Canada).

PRPA is an incorporated entity without share capital and operates, manages, and promotes the Port of Prince Rupert.

In the course of its activities, PRPA receives Personal Information. This Privacy Statement explains how PRPA processes the information you share with us and how you may obtain further details about our management of personal information.

PRPA is subject to the federal *Privacy Act*. For the purposes of this Statement, “Personal Information” means any information about an individual that is, or can reasonably be, associated with that individual.

PRPA is also subject to the *Canada Marine Act* and associated regulations. Because of regulatory requirements, the provision of Personal Information may be mandatory in connection with the provision of our services. We will inform you when the collection of Personal Information is mandatory.

Personal Information is generally collected directly from the person concerned but may also be collected indirectly from third parties.

### The Personal Information We Collect

This Statement concerns Personal Information PRPA collects from: (1) individuals who are or seek to use services, facilities or properties provided by PRPA; (2) individuals interested in receiving information about PRPA’s business and corporate activities; (3) individuals who provide business or professional services to PRPA; and (4) individuals from Indigenous communities who are in communication with PRPA regarding development and initiatives or other activities on Federal lands. Our treatment of the Personal Information of prospective, current and former employees is addressed in our Employee Privacy Statement.

PRPA only collects Personal Information that relates directly to authorized programs or activities.

The Personal Information we collect generally consists of information concerning:

- Land Operations (Port Passes):
  - Name, birthdate, address, phone number, driver licence number, photos of the individual, and if applicable Transport Canada security clearance)
- Passes and Permits
  - *Dangerous Goods Permit* (name, carrier, email address, last port of call, next port of call

- *Dive Permit* (name, company, divemaster name, phone number, diving support vessel)
- *Application to Hold Marine Event* (contact name, address, proof of insurance, organization name, phone number, description of marine event, location of marine event, date of marine event)
- *Hot Work Permit* (name, position, company/vessel, berth/anchorage location)
- *Bunkering Checklist* (master receiving vessel name, receiving vessel operator in charge, master of bunkering vessel, bunkering vehicle bunker supervisor, person(s) authorized to initiate response plan, berth/anchoring location)
- Crew Manifests: Name, date of birth, citizenship, passport number
- Corporate Activities: Name, address, email address, telephone number of directors/director candidates, names of personal guarantors or indemnitors, and authorized agents of companies.
- Individuals making access requests/enquiries: Name, home address, telephone number, email address; comments made; information requested or provided by you, including information regarding experiences with the provision of our services.
- Contractors who are Individuals: Name, address, telephone number, email address, financial information to facilitate payment(s).
- Indigenous Community Members: Name, address, telephone number, email address, community profile information (e.g., families, hereditary chiefs, band members, make up of communities), opinions as to Port Authority operations and plans.
- Incident Information: Name, phone number, email address, particulars of incident
- Shore Excursion Program: Name, gender, age, country of residence, accommodation requests (e.g., health, dietary).
- Visitor Passes/Logs: Name, email address

**Means of Collection.** We will most often collect Personal Information directly from the individual concerned. Where Personal Information is held by a third party, we generally will obtain the subject individual's consent before seeking such information. Where we obtain Personal Information directly from a third party (e.g. a service provider, cruise line), we will take reasonable steps to ensure that the third party has represented to us that he/she has the right to disclose the subject individual's Personal Information to us. In some cases, involving less sensitive Personal Information, consent may be implied by your actions.

Images of individuals visiting PRPA may be captured by video recording devices used to maintain the physical security of PRPA, its offices and facilities, as well as the terminals.

### **How PRPA Uses Personal Information**

PRPA only uses personal information for the purpose for which the information was originally obtained or compiled, for a use consistent with that purpose or for a purpose permitted under the *Privacy Act*.

The personal information collected by PRPA is used to:

- Establish, maintain and manage our relationship with clients in order to provide marine and shipping-related services.

- Communicate with, and, where necessary, confirm information provided by prospective and current service users, which includes responding to inquiries and soliciting feedback on service(s).
- Communicate generally with individuals seeking information on Port Authority activities.
- Administer our business operations.
- Enable us to comply with applicable laws and specifically the requirements of the federal *Canada Marine Act* and associated regulations.
- Investigate accidents or incidents.
- Maintain our information technology security and the physical security of our facilities.
- Protect PRPA's rights and the safety of others.
- Analyze risk and business results.
- Analyze marketing and communications needs and results.
- Meet our responsibilities to regulators, tax officials, law enforcement, or otherwise meet our legal responsibilities.
- Engagement and consultation with, and provide community briefings to, Indigenous communities on matters relating to PRPA's business activities and plans for expansion.
- Achieve a specific purpose where we have obtained appropriate consent to collect or use your information for that purpose.

### **How PRPA Shares Personal Information**

PRPA, in the course of conducting its business activities, may share Personal Information with:

- Other federal government bodies, including law enforcement agencies.
- Service providers, including information technology support service providers.
- Recreational service providers (e.g., kayaking, whale watching).
- Payment processing providers.

We do not sell Personal Information to anyone. PRPA does not share, transfer, exchange or disclose personal with third parties, PRPA. We only disclose such Personal Information as is necessary for the purpose of the disclosure.

In the event of a legal requirement to disclose Personal Information, PRPA will disclose Personal Information only when and to the extent legally required. Any disclosure to third party service providers will be done pursuant to agreements setting out the requirements for use, safeguarding, retention and disposal of such information, or as required by law.

Specifically, we may share personal information with our employees, agents, other government institutions, and certain unaffiliated third parties, such as contractors and service providers that need access to such information to assist PRPA in meeting the needs of our business and operational activities.

### **Our Use of Internet Technology**

PRPA employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. This software receives and records the Internet Protocol (IP) address of the computer that has contacted our web site, the date and time of the visit and the pages visited. PRPA makes no attempt to link these addresses with the identity of individuals visiting our site unless an attempt to damage the site has been detected.

PRPA does not currently use "cookies" to track how our visitors use this site or to determine sites previously visited. Cookies are small text files stored on your computer or device when users access a website.

### **Consent**

**Consent.** Unless permitted by law, PRPA will not collect Personal Information without first obtaining your consent. In the event PRPA wants to use the information for a new or different purpose and believes consent is required, we will seek your further consent to use and disclose your personal information.

PRPA will usually seek your express consent. However, there may be situations where your consent is implied by your actions. By providing your Personal Information to PRPA in any manner, you agree that we may collect, use, disclose or otherwise process your personal information in accordance with this Privacy Statement.

**Withdrawing Your Consent.** Generally, you may withdraw your consent to our use of your Personal Information. If you do so, this may prevent PRPA from providing you with information or our services. If you withdraw your consent, we will inform you of any consequences in doing so. Please note that there may be circumstances where you cannot withdraw your consent because of legal, regulatory or contractual requirements. To withdraw your consent, you can contact us as described below in "Answering Your Privacy Questions".

Please note that Canadian law permits or requires the use or disclosure of Personal Information without consent in specific circumstances. These circumstances include situations when required by law or necessary to protect PRPA, our employees or others. Should PRPA believe it appropriate to disclose Personal Information without consent, it will limit the disclosure of information to what is necessary.

### **Safeguards, Accuracy & Retention**

**How We Protect Your Information.** PRPA endeavours to maintain appropriate physical, procedural and technical safeguards with respect to our offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of Personal Information in our custody. Our safeguards also apply to our disposal or destruction of such information.

A privacy breach involves the improper or unauthorized collection, use, disclosure, retention and/or disposal of personal information. PRPA takes seriously any information or complaint pertaining to a breach of privacy. Any complaint, allegation or information regarding possible breaches of privacy are considered and assessed in a consistent manner and investigated fairly and impartially in a manner commensurate with the nature of the alleged information or complaint.

We also endeavour to ensure that any Personal Information in our custody is as accurate, current and complete as necessary for the purposes for which PRPA uses that information.

**Where We Keep Your Information.** Personal Information held by PRPA is used, accessed, or stored in servers in Canada.

**How Long We Keep Your Information.** PRPA actively retains your Personal Information only as long as it is required for our relationship with you or as required by law. Depending on the

nature of the information and the purpose for which it was collected, this length of time may vary.

## **Access**

PRPA provides a reasonable right of access and correction and will endeavour to provide the personal information in question within a reasonable time. You may be asked for identification so that we may verify your identity before providing you with your Personal Information.

If you require the documents in an alternative format, PRPA will make reasonable efforts to provide you with your personal information in that format. If there will be charges for us to retrieve and provide you with specific information that you have requested, we will advise you of the charges and obtain your authorization before proceeding.

We may decline access to Personal Information in certain circumstances. These include where the information requested would reveal confidential information or personal information about someone else or if we are permitted or prohibited by legal requirements from disclosing such information.

## **Answering your Privacy Questions**

If you have any questions or concerns about how PRPA manages or uses your Personal Information, please contact PRPA's Privacy Officer:

By email

[accesstoinformation@rupertport.com](mailto:accesstoinformation@rupertport.com)

By mail

200 – 215 Cow Bay Road, Prince Rupert, British Columbia, V8J 1A2

By telephone

250-627-8899

If PRPA is unable to resolve a particular matter to your satisfaction, you may bring it to the attention of the Office of the Privacy Commissioner of Canada.

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