

# SOCAN

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# Privacy Policy

This Privacy Policy was last modified in May 2018.

**SOCAN PRIVACY POLICY**

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# **SOCAN PRIVACY POLICY**

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## **ABOUT SOCAN**

Society of Composers, Authors and Music Publishers of Canada (SOCAN) is a not-for-profit organization that represents the Canadian performing rights of millions of Canadian and international music creators and publishers. SOCAN grants licences for the public performance and communication to the public by telecommunication of musical works in Canada. SOCAN is proud to play a leading role in supporting the long-term success of its many members, as well as the Canadian music industry.

An important part of SOCAN's commitment to its members, licensees, employees, and visitors ("you" or "yours") is respect for your right to privacy. SOCAN appreciates the opportunity to provide any of its assistance and services to you and strives to the highest level of service excellence. This means keeping your information and affairs in strict confidence and to be open and transparent regarding our use, disclosure, and practices regarding your personal information.

## **SOCAN'S COMMITMENT**

This Policy applies to all of your "personally identifiable information" collected, used and disclosed by SOCAN. "Personally identifiable information" is information about you that can identify you. For example, your social insurance number, your credit card, and a picture of you are all personally identifiable information of you.

The objective of the Policy is to provide an overview of SOCAN's business and reflect SOCAN's commitment to adhere to the legislative requirements of the *Personal Information Protection and Electronic Documents Act* (PIPEDA), and other applicable privacy legislation in Canada, concerning the handling of SOCAN's members', licensees', employees', and visitors' personal information.

If you are located in the European Economic Area (EEA), you have certain rights under European law with respect to your personal information, including the right to request access to, correct, amend, delete or limit the use of your personal information. For more information about these rights go to the link [here](#). If you wish to exercise these rights, please reach out to us using the contact information below.

Additionally, if you are located in the EEA, we note that we are generally processing your information in order to fulfill membership contracts we might have with you or otherwise to pursue our legitimate business interests, unless we are required by law to obtain your consent for a particular processing operation.

## **HOW TO CONTACT US**

To ensure SOCAN remains accountable for the manner in which it uses, collects and discloses your personal information, everyone at SOCAN is responsible for maintaining and protecting the personally identifiable information to which they have access. In addition, SOCAN has appointed a Privacy Officer, who will be accountable for ensuring its compliance with this Policy.

Questions pertaining to this Policy or the application of this Policy may be directed to:

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Privacy Officer  
SOCAN  
41 Valleybrook Drive  
Toronto, ON M3B 2S6  
Telephone: (416) 445-8700  
Toll-free: 1-800-55-SOCAN  
Email: [PrivacyOfficer@socan.com](mailto:PrivacyOfficer@socan.com)

### **WHAT PERSONAL INFORMATION DO WE COLLECT?**

#### **Information provided by you**

When you become a SOCAN member, licensee, or employee, or visit SOCAN, SOCAN collects your personal information for the following purposes:

- to ensure security, reliability, and quality of our networks, services, website and to avoid any tampering, damages, and/or misuse of our networks, services, and website;
- to provide the ongoing service of administering the performing rights in Canada;
- to administer the rights, internationally, of our members and of licensing users and the repertoire of musical works;
- to set up and establish your identification;
- comply with legal requirements;
- set you up as an employee;
- protect you and SOCAN from error and fraud; and
- for limited marketing purposes.

Most personal information collected by SOCAN is voluntarily supplied by you when you sign up, request, and/or utilize any of the services that we provide to our members, licensees, employees, and/or visitors, engage as an employee, and/or engage in communications with SOCAN. Therefore, it is important for you to understand that when you supply your personal information to SOCAN you give SOCAN your consent to use your personal information according to this Policy and for SOCAN to share your personal information with affiliated-related companies. You may, at any time, withdraw your consent; however this will impede SOCAN's ability to fulfill our services. If you are just a visitor to SOCAN's website, SOCAN may collect some information about your computer, browser, operating system, and IP address.

SOCAN may also place a cookie on your device. If you have cookie notification turned on, on your device, you will be notified if SOCAN places a cookie on your device.

There is certain other information that SOCAN may collect for which SOCAN will seek your consent prior to doing so.

Finally, SOCAN may collect your voice and/or likeness when you call SOCAN or visit certain parts of SOCAN's premises, as your call to SOCAN may be recorded and your movements on SOCAN's premises will be subject to being videotaped.

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### **Personal Information provided by third parties**

Some personal information collected by SOCAN is provided by third parties, including international sister societies with whom SOCAN has entered into agreements. SOCAN may also collect personal information from external databases such as Cis-Net. SOCAN has access to these databases by virtue of being a member of the International Confederation of Societies of Authors and Composers (CISAC – the umbrella organization for the world’s author’s societies).

### **Personal Information about other individuals**

If you provide us with information about other individuals (e.g. your next of kin), you confirm that you have informed the relevant individuals accordingly.

## **WHY DO WE PROCESS YOUR PERSONAL INFORMATION?**

SOCAN will only collect personal information needed for it to properly conduct its business and only collect it by fair and lawful means.

For these reasons, SOCAN collects different types of information from different types of interactions and/or people. Please note that you may fall under more than one of the below types of people with whom SOCAN interacts.

### **From Visitors:**

Personal information collected about you may be collected and used by SOCAN to communicate with you, for security reasons, quality assurance, quality improvement, and to fulfil SOCAN’s legal and legitimate business requirements:

- Device type
- Browser type
- Operating system type
- IP address
- Any other information that you may share with SOCAN through communications with SOCAN via email, telephone, and/or any letters.
- Video recordings of you when you visit SOCAN’s premises.

### **From Members and their Authorized Representative(s):**

Personal information collected about you is collected and used by SOCAN to communicate with you, to comply with the *Income Tax Act*, security reasons, quality assurance, quality improvement, fulfil SOCAN’s legal and legitimate business requirements, for some limited marketing purposes, and to administer your performing rights and as such we may collect the following information from you:

- Name
- Home address
- Telephone number(s)
- Email address
- Date of birth
- Secure login information (password and user ID)
- Social Insurance Number
- Credit Card

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- Financial Information
- Citizenship
- Works details
- Writer/publisher contracts
- Estate information such as death certificate, Will, beneficiary information
- Video recordings of you when you visit SOCAN's premises.
- Any other information that you may share with SOCAN through communications with SOCAN via email, telephone, and/or any letters.

### **From Licensees and their Designated Representative(s):**

Personal information collected about you is collected and used by SOCAN to communicate with you, for security reasons, quality assurance, quality improvement, to administer your licence, fulfil SOCAN's legal and legitimate business requirements, and to provide you with the services you have requested.

- Primary contact name
- Address
- Telephone number(s)
- Email address
- Financial information
- Video recordings of you when you visit SOCAN's premises.
- Any other information that you may share with SOCAN through communications with SOCAN via email, telephone, and/or any letters.

### **From Employees:**

Personal information collected about you is collected and used by SOCAN to communicate with you, to comply with the *Income Tax Act*, security reasons, quality assurance, quality improvement, fulfil SOCAN's legal and legitimate business requirements, to ensure you are properly identified as an employee of SOCAN, to administer payroll and employee benefit programs, and to be able to contact your emergency contact in case we need to notify anyone of your involvement in an emergency situation while at work.

- Social Insurance Number
- Date of birth
- Banking information
- Emergency contact(s)
- Home address
- Telephone number(s)
- Personal email address
- Compensation details
- Pension and RRSP details
- Performance management documentation such as appraisals, counseling notes
- Background checks
- Education and past work experiences (resumes)
- Photograph for employee profile
- Video recordings of you when you are on SOCAN's premises.
- Any other information that you may share with SOCAN through communications with SOCAN via email, telephone, and/or any letters.

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### **WHO WILL HAVE ACCESS TO YOUR PERSONAL INFORMATION?**

SOCAN is committed to a high standard of confidentiality and privacy. SOCAN will only use and/or disclose your personal information for the reason(s) it was collected. This means that SOCAN will share your personal information with you for the purpose of providing or improving our services, and may share specific personal information with third parties engaged to assist us in providing or improving our services, including third parties that may be located outside of Canada and/or that use cloud computing services. These service providers are prohibited from using your personal information for any purpose other than to provide this assistance, and they are required to protect all personal information and comply with the general privacy principles described in this Policy.

Other than that we may share some of your personal information with third parties or affiliated-related companies as stated in this privacy policy, we will not share any of your personal information without your consent, unless there is a requirement to do so by law.

You may withdraw your consent at any time to any further collection, use, or disclosure of your personal information by contacting SOCAN's Privacy Officer. However, you should be aware that if you withdraw your consent SOCAN may be unable to provide services to you.

### **HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION**

SOCAN has a Policy in place that governs the retention of your personal information. We will only retain your personal information for as long as it fulfills its intended purpose, or as legally required.

### **HOW WE KEEP YOUR PERSONAL INFORMATION SECURE**

Your personal information is secure within SOCAN, regardless of the format in which it is held, transmitted, or processed. SOCAN has implemented security controls to protect against unauthorized use, access, alteration, duplication, destruction, disclosure, loss or theft of your personal information.

SOCAN maintains physical, electronic and procedural safeguards to protect your personal information. Examples of safeguards include: restricted access to our information processing and storage areas, limited access to relevant information by authorized persons only, use of passwords, firewall technology, encryption of electronically transmitted information, antivirus software and the use of physical security measures, including secure locks on filing cabinets and doors.

SOCAN is also committed to working with you to protect the security of personal information during any transfer to SOCAN. Additionally, SOCAN has agreements and controls in place with third party service providers requiring that any information provided to SOCAN be transmitted and safeguarded with the industry standard technological security standards in mind.

The Privacy Officer will conduct periodic reviews of various SOCAN practices to determine compliance with this Policy. The Privacy Officer will make all recommendations necessary to ensure compliance and determine whether any revisions to this Policy are required in light of new practices, processes, technologies or other changes.

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### **HOW YOU CAN ACCESS AND CONTROL YOUR PERSONAL INFORMATION**

In the course of interacting with SOCAN, you are welcome to review or verify your personal information. In most cases SOCAN collects your personal information directly from you. If you discover inaccuracies in SOCAN's data, please notify SOCAN to make the necessary changes. SOCAN may need specific information from you to enable SOCAN to search for, and provide you with, the personal information SOCAN holds about you. Please note that access to your personal information is in accordance with SOCAN's retention policy.

SOCAN will disclose to its members, licensees, employees, and visitors this Policy and make information available concerning the policies and practices that apply to the management of their personal information.

Any concerns regarding SOCAN's compliance with this Policy can be reported in writing to the SOCAN Privacy Officer:

Privacy Officer  
SOCAN  
41 Valleybrook Drive  
Toronto, ON M3B 2S6  
Telephone: (416) 445-8700  
Toll-free: 1-800-55-SOCAN  
Email: [PrivacyOfficer@socan.com](mailto:PrivacyOfficer@socan.com)

If you have concerns about how SOCAN handles your personal information, please note that you may always contact the independent oversight body:

Office of the Privacy Commissioner of Canada  
Place de Ville  
Tower B  
112 Kent Street  
Ottawa, Ontario K1A 1H3  
Toll Free: 1-800-282-1376

### **CHANGES TO THIS PRIVACY POLICY**

We may update this privacy policy from time to time to reflect changes to our information practices. We will alert you by posting a notice on our website when changes are made. We encourage you to periodically check for the latest information on our privacy policy.