

# Canadian Code of Practice for Consumer Protection in Electronic Commerce (CAN/CSA-Q830-96)

## 1. 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 following principles.

## 2. Identity Purposes

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

## 3. Consent

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

## 4. Limiting of 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.

## 5. Limiting Use, Disclosure and Retention

Personal information shall not be used or disclosed for purpose other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfilment of those purposes.

## 6. Accuracy

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

## 7. Safeguards

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

## 8. Openness

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

## 9. Individual Access

Upon request, an individual shall be informed of the existence, use and disclosure of her 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.

## 10. Challenging Compliance

An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals accountable for the organizations compliance.