

**CHILLIWACK CHAMBER  
OF  
COMMERCE**

**Policy Manual**

Amended April 13, 2011

Our mission is to promote, enhance and facilitate the development of Chilliwack’s business community. The Chilliwack Chamber of Commerce encourages and empowers our members to actively participate and thrive in our local economy.

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# Board Relations & Operations

## Authority and Accountability

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The Board of Directors has the authority to:

- establish the rules by which Board of Directors, staff and volunteers will conduct the business of the organization
- monitor and evaluate the performance of the organization
- appoint, evaluate, and dismiss the Executive Director

The Board of Directors is accountable to the organization's key stakeholders, the membership.

One of the most important responsibilities of the Board of Directors is to provide general guidance and direction for an organization. A comprehensive framework for planning, setting priorities, management and budgeting is essential to effective and responsible organizational stewardship. Good planning results in better communication and a better understanding of how various parts of an organization work together to produce desired results.

The Board of Directors, with the assistance of staff and in consultation with key stakeholders, establishes the Chamber's overall direction through the development and approval of a work plan. This plan provides a tentative blueprint for the Chamber's direction and activities for the next three to five years based on a scan of internal and external factors that may bear on the resources and direction of the organization. It identifies the "key areas" in which the Board wants to focus the activities of the organization and general goals for each of these areas.

The Chamber's management develops annual operating plans and budgets based on the general blueprint contained in the work plan. These become the focus of work throughout the organization over the next twelve-month period. They will contain estimates of service demand for the year as well as objectives for improvement in key areas of corporate activity. The Chamber's annual operating plan will be the basis of its yearly budget containing revenues and expenditure forecasts related to the planned volumes of service.

## **Code of Conduct**

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Each Director, Committee Chair or volunteer is required to sign the following “code of conduct” at the first regular Board meeting of the new fiscal year that they have been elected or when they have joined as a Director, Committee Chair or volunteer.

1. Although a Director, Committee Chair or volunteer may be drawn from a specific region or interest group, they must represent the interests of the entire membership.
2. Directors, Committee Chairs or volunteers shall maintain the confidentiality of the details and dynamics of discussions, as well as those items designated as confidential.
3. Regardless of their personal viewpoint, Directors, Committee Chairs or volunteers shall not speak against, or in any way undermine Board solidarity once a Board decision has been made.
4. Directors, Committee Chairs or volunteers shall be prepared to commit sufficient time and energy to attend to Chamber business.
5. A Director’s, Committee Chair’s or volunteer’s contribution to discussions and decision-making shall be positive and constructive.
6. A Director’s, Committee Chair’s or volunteer’s interaction in meetings shall be courteous, respectful and free of animosity.
7. Directors, Committee Chairs or volunteers shall adhere to the Chamber’s governance policies.
8. Directors, Committee Chairs or volunteers shall be prepared for meetings, having read pre-circulated material in advance of the meeting.
9. Directors shall participate in the Chamber in ways other than attending Board meetings.
10. The Executive Director is responsible to the entire Board through the Executive. Consequently, no single Board member has authority over the Executive Director.
11. Directors, Committee Chairs and volunteers shall not attempt to exercise individual authority or undue influence over the Chamber.

## **Media Relations Policy**

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The purpose of this Media Relations Policy is to provide standardized guidelines regarding interaction with the media, for use by the following:

- Chilliwack Chamber of Commerce Executive and Board of Directors
- Chamber Executive Director and Staff
- Chamber members
- Committee Chairpersons
- Media representatives as designated by any of the above

These guidelines are intended to assist the Chamber in dealing with news issues and/or the Media, and to facilitate a unified voice on issues that affect existing and future Chamber members, and our community.

### ***Guidelines***

The guidelines that follow address the Chamber's most common media-related situations:

- Issuing news releases
- Media inquiries and interviews between Chamber representatives and the media
- Sharing information and promoting Chamber activities
- Accomplishments

Establishing and maintaining a constructive relationship with the media is key to the effectiveness of reaching the community the Chilliwack Chamber of Commerce serves. The Chamber relies on the media to inform the public on initiatives, events and activities.

The purposes of News Releases, which are mostly generated by the Chamber Executive Director or designate, are:

- to share information about the Chamber's activities and accomplishments with the media, for the purpose of having the media share the information with the community
- to promote the Chamber's activities and accomplishments
- to present the Chamber's position on a specific issue
- to state facts and the Chamber's view

All announcements to the news media, regardless of how insignificant, **MUST** be cleared through the Chamber Executive Director or designate. This ensures the Executive Director or the Executive, whichever is appropriate, decides if the information should be released, and how the information or issue should be handled. This approval/clearance process is at the discretion of the Chamber Executive Director.

### ***Media Inquiries and Interviews***

In addition to Press Releases, unsolicited media inquiries and/or interviews with the media can be a very effective way of releasing information and/or promoting Chamber activities and initiatives.

In some instances, the Chamber Executive Director or President may ask a Committee Chairperson to act as the spokesperson for the Chamber on a specific event or issue in accordance with committee policies and media policies.

Regardless of who participates in an interview or media inquiry, it is essential that all media enquiries, including a request for interview, be directed to the Chamber Executive Director or designate first. This ensures the decision to grant the interview or release information is coordinated through one central organizing body, therefore enhancing the probability of accurate and unified information.

### ***Promotion of Chamber Initiatives***

The ideas and initiatives to promote the Chamber are generally designed to benefit the community as a whole and are therefore offered to all media to maximize promotion opportunities. It is Chamber policy that all media be encouraged to participate in Chamber initiated/driven projects.

### ***Cooperation Is the Key***

The Chilliwack Chamber of Commerce seeks to continue the spirit of cooperation with all media. The Chamber's goal is to be as cooperative with, and as responsive to the media as possible, so that the Chamber and the community benefit.

***Media/Press at Chamber Events***

One reporter from each Chamber member media organization shall be invited to attend each of these functions at no cost. The event coordinator/executive assistant will ensure a table is available for media.

**Expense Reimbursement**

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No member of the Board shall receive remuneration for services rendered, but the Board may grant any member of the Board reasonable actual expenses.

Reasonable expenses incurred by Board Members during their tenure are eligible for reimbursement and include (receipts are required with the exception of mileage):

- a) mileage at \$0.50/km and parking as per receipts.
- b) Reasonable travel expenses such as airline tickets, accommodation costs, food and beverage costs and other appropriate costs relating to the Board's activities.

**Board Risk Management**

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The Board of Directors shall monitor risks that may expose the Chamber to liability.

**Chamber Representatives on External Committee or Boards**

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All requests for Chamber representation on external Committees or Boards must be submitted in writing to the Executive Director. The request will be taken to the entire Board for review and recommendation. The Board will consider conflict of interest guidelines when recommending appointments.

**Sponsorship Policy**

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The Chilliwack Chamber of Commerce offers sponsorship opportunities to members on a first right of refusal basis.

The Executive Director must ensure all members have an equal opportunity to avail themselves to the benefits of sponsorship. No member organization shall be granted full sponsorship exclusivity on an event.

**Criteria**

1. a) New in-kind sponsorships solicited from the membership shall be handled in the same manner as if an item was to be purchased. That is, all members listed in that specific category will be given the opportunity to submit their proposal as to what they will

offer as a sponsor for that event. The entire proposal will be considered and a sponsorship category level will be awarded based the substance of the proposal including, but not limited to, price.

b) Established sponsorships will be offered to existing sponsors on a first right of refusal basis. The established sponsors will have 30 days to confirm their sponsorship. After that period, the sponsorship opportunity will be opened up to those who have requested their names be put on a wait list, then to the entire membership.

2. A member who shows initiative by coming to the Chamber with an offer to sponsor an event or service shall not be penalized by the action of the Board by sharing that idea with other members. In this case, other members shall not be solicited to submit their own proposal for sponsorship of fore said idea.

3. The Executive Director has the authority to judge the appropriateness of an item or project, or create opportunities for sponsorship of an event or service without seeking prior approval of the Board or Executive. At all times, the sensitivity of the membership shall be considered.

Criteria for this policy shall be reviewed on an annual basis.

## **Conflict of Interest Policy**

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### **Context**

The Chilliwack Chamber of Commerce (referred to as the Chamber) requires that all employees, volunteers and board members observe the highest standards of professional ethics. The purpose of this policy is to provide clear guidance to employees, volunteers and board members regarding the Chamber's expectations in this matter and to enhance public confidence in the integrity of the Chamber through publication of our commitment to maintain the highest ethical standards.

### **Policy**

The Chamber is committed to avoiding conflicts between private interests of its employees and its Directors and the interests of the Chamber. Employees, volunteers and Directors are required to take measures to avoid conflicts of interest, but where such conflicts arise, employees, volunteers and Directors are expected to resolve the conflict in favour of the Chamber as described in this policy.

Employees, volunteers and Directors must never use association with the Chamber to advance personal interests or act in any way that could harm the Chamber's reputation or use their positions or confidential information to provide preferential help to anyone seeking employment with the Chamber or seeking to do business with the Chamber.

Employees, volunteers and board Directors are considered to be in a "conflict of interest" whenever they themselves, or members of their family, business partners or close personal associates, may personally benefit either directly or indirectly, financially or otherwise, from their positions within the Chamber.

A conflict of interest may be "real", "potential" or "perceived"; the same duty to disclose applies to each. Full disclosure in itself, does not remove a conflict of interest.

### **Financial Activity**

Employees, volunteers and Directors are not to profit, nor enable others to profit, from knowledge not available to the general public, but available to them because of their duties and responsibilities.

### **External Activities**

An appropriate balance is required regarding political activity between employee's and Director's right to freedom of expression and the Chamber's interest in maintaining an impartial view point.

Employees and Directors who wish to engage in work for a political candidate or run for public office must resign (or take an approved leave of absence) from the Chamber before doing so.

### **Gift, Hospitality, Other Benefits**

Employees or Directors must never solicit gifts, hospitality, or other benefits in connection with their Chamber duties with the exception where gifts, hospitality or other benefits directly benefit that of the membership.

Acceptance by employees, volunteers or Directors of gifts, hospitality, or other benefits arising out of activities associated to their office Chamber duties, and offered by persons, groups, or organizations having commercial or business dealings with the Chamber, or with the potential of having such dealings with the Chamber, is permitted only if such gifts, hospitality, or other benefits are within the bounds of propriety and normal standards of hospitality and do not:

- Influence the employee's, volunteer's or Director's judgment, or performance of his or her duties at the Chamber; or
- Compromise, or appear to compromise, the employee's, volunteer's or Director's objectivity or impartiality or the integrity of the Chamber.

### **Application**

This policy applies to all Chamber employees, Directors and volunteers. All of these people are required to complete the Acknowledgement/Disclosure Statement provided by the Executive Director (see appendix 1).

Upon joining the Chamber all employees, Directors and volunteers are required to review this policy and acknowledge awareness and compliance by signing the Acknowledgement/Disclosure Statement.

### **Delegation**

The Executive Director and the Board of Directors are authorized to require that conflicts of interest, apparent or real, be resolved in favour of the Chamber.

Where the Executive Director and the Board of Directors decide to grant, or refuse, consent for external activities, the acceptance of gifts or hospitality, or otherwise under this policy, they will provide their decision in writing, if asked.

The Executive Director is responsible for the application of this policy.

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Policy interpretation is the responsibility of the Executive Director and the Board of Directors.

### **Principles for Dealing with Conflict of Interest**

The Board of Directors must openly disclose a potential, real or perceived conflict of interest as soon as the issue arises and before the board or its committees deal with the matter at issue.

If there is uncertainty of a conflict of interest position, the matter may be brought to the Board for advice and guidance. If there is any question or doubt about the existence of a conflict, the Board will determine by vote if the conflict exists. The person in conflict shall be absent from the discussion and vote. The time the person left and returned to the meeting shall be recorded in the minutes. This person shall refrain from attempting to influence the outcome of the Board's decision.

It is the responsibility of any and every Board Member to raise issues of conflict, real, potential or otherwise, for clarification.

The disclosure and decision as to whether a conflict truly does or does not exist shall be duly recorded in the minutes of the meeting.

# COMMITTEE GUIDELINES

## Standing Committees Terms of Reference

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These terms of reference apply to the following Chamber of Commerce Standing Committees:

- Executive
- Membership
- Program and Events (sub committees)
- Marketing
- Policy/Nomination

### Appointment and Duration

Standing committees shall put forward recommendations for the position of Chair to the Board of Directors by March. Chairpersons are appointed by the Board of Directors in January of each year for a term of one year. Whenever a vacancy occurs with one of the committee chairs, the remaining members of the committee, by resolution, may appoint from among those who are on the affected committee a new replacement. If there is more than one individual interested in the position, the vote shall be done by secret ballot. The recommendation will be forwarded to the Board for final approval.

### Reporting Structure

All standing and sub-committees shall report to the Executive Director.

### Approval of Committee Work and Terms of Reference

Each standing committee shall establish, review, and revise its specific mandate on a yearly basis for approval by the Board of Directors. This, along with the committee's Terms of Reference is to be presented in writing to the Board via the Executive Director. It is the Committee Chairs task to ensure this procedure is completed.

### Roles and Membership

The Chamber staff will provide administrative support to all committees, task forces and/or sub-committees. The Executive Director (or and individual appointed by the Executive Director) will act as treasurer on every committee.

All Chamber Member representatives are invited to participate in any standing or sub-committee upon completion of a Volunteer Application (see appendix 2) and Acknowledge/Non-Disclosure Statement. It shall be the responsibility of the Committee Chairs to actively encourage participation in committee activities and initiatives. It shall be the responsibility of the Committee Chair to have all volunteers read and sign a Volunteer

## **POLICY MANUAL**

Application and an Acknowledgement/Non-Disclosure contract (see appendix 1). These documents are to be given to the Executive Director and held in a secure location upon the volunteer joining the committee.

Standing committee chairs are expected to chair meetings and attend the Chamber work planning session to ensure their committee views are expressed and committee objectives shared.

All volunteer must be members in good standing with the Chilliwack Chamber of Commerce.

### **Goals and Objectives**

Standing committees shall hold planning sessions annually in advance of the Chamber work planning session, where committee members will discuss objectives and tasks for the upcoming year. It is the responsibility of the Committee Chairs to ensure that their committee objectives align themselves with the strategic goals as set out by the Board of Directors.

### **Authority**

Standing committees do not have the authority to submit articles or hold interviews with local news media without prior approval of the Executive Director or designate of the Chamber (refer to media policy).

### **Meeting Procedure**

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The rules of procedure at any committee meeting of the Chamber shall be by consensus provided that such practices and procedures do not conflict with the by-laws of the Chamber.

The Committee Chair will preside at every committee meeting. If the Committee Chair knows that he/she will be absent from a committee meeting, the Committee Chair may request/ask another committee member to preside at that meeting.

If the Committee Chair is not present within 15 minutes after the time appointed to hold the meeting, or is unwilling to preside at the meeting the Committee members present shall choose a person eligible for election as a director of the Chamber to preside at the meeting.

A written report is to be delivered via email to the Executive Director no later than 7 days prior to the next Board Meeting. The Executive Director will compile all Committee Reports and circulate to the Board of Directors prior to the next board meeting. It is the responsibility of the Board to read the board package prior to the next board meeting and be prepared to ask questions, if need be, of a Committees Report. Unless requested due to special circumstances, committees will not update the Board verbally during regular board meetings.

## GENERAL

### Records Maintenance

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In accordance to existing federal and provincial rules and regulations, the Chamber will shred its files and contents as follows:

- Financial Records - seven years
- Committee and old files - three years
- Board and Executive files – three years

Revenue Canada/WCB/HST/Labour Relations/Customs correspondence – in accordance to existing rules and regulations.

Ensure that as files are destroyed that historic records and records of controversial issues such as amalgamation are retained and that the Museum Society is approached for an opportunity to house the historic records. The Chamber must obtain proper written authority for “sign off” from the appropriate government.

## Alcoholic Beverages

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The Chilliwack Chamber of Commerce will comply with all Provincial Government rules and regulations regarding the serving of alcohol.

## Member Advertising at Chamber Events

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Distribution of member advertising pieces at Chamber Events will be at the discretion of Chamber staff organizing the event. Staff will set the price, if any, for distribution. Members will be informed of all opportunities to participate in trade show programs.

## Endorsements

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The Chilliwack Chamber of Commerce represents its members as a whole and is charged with the responsibility of recommending, and referring its membership to the public without favouritism or bias between members.

## Spokesperson for Chamber

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For the purposes of this policy, spokesperson is defined as “any individual who makes a public presentation on behalf of the Chamber” whether by letter writing or oral presentation.

In most cases the President is the spokesperson who makes public presentations and signs letters of support / advocacy on behalf of the Chamber. On occasion, another member of the Chamber Board (director, chair, vice-president) may be asked to speak on behalf of the Chamber. When this occurs, the member is required to channel the request through the Executive Director, who will then proceed to consult or advise the President and Executive.

This policy is separate and does not refer to the Media Relations Policy. All inquiries from media for Chamber views and opinions will be treated according to the Media Relations Policy.

## Use of Chamber Logo

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The Chilliwack Chamber of Commerce name and logo are to be used only as directed by the Executive of the Chamber.

No Chamber member is to use the logo or name on promotional materials unless permission has been granted.

It is permissible for members to state in their materials that they are members of the Chamber.

## **Judging of Contests**

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Any event / initiative with a contest proponent is required to present its rules and/or criteria for judging to the Board of Directors for approval prior to commencing with the event / initiative.

Any decisions made by the judges will be final and kept confidential until announced publicly by the Chamber.

## **Event Reservation**

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All Chamber functions shall require advance registration and payment. Cancellations should be received at the Chamber office as early as possible.

If a guest does not attend but has paid for their ticket they may request to have that amount credited to the next meeting or forfeit the cost of the event. In case of an emergency they may request a reimbursement.

If guests arrive at the door without reservations they will be asked to wait until everyone has been seated.

In the case of an event cancellation either because of lack of attendance or other circumstances everyone will be notified of the change.

## **Supplies and Services**

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As a member-driven organization, the Chilliwack Chamber of Commerce is committed to supporting its members and their businesses. Therefore, only members will be used to supply goods and services to the Chamber organization and any of its committees. This applies to both purchased and donated supplies and services.

The only exception to this policy is when there is no member in that line of business. Every effort will be made to have the supplier or service provider join the Chilliwack Chamber of Commerce prior to using their services.

In the case of bids/contracts for supplies and services, all Chamber members relating to that particular type of supply or service will be contacted and given equal opportunity to submit bids on the contract.

If a member cannot be found that offers that particular supply or service it will be at the discretion of the Executive Director and staff to search further.

## Financial

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### ***Budget***

The Chilliwack Chamber of Commerce will aim to function with a balanced budget. Recognizing that a budget is a plan based on current information, it is understood that variations may occur in the bottom line actual expenditures and revenues in the course of a year due to unforeseeable circumstances. The annual budget must be approved by the Board.

## In-Camera

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The intent of “In-Camera” is to protect the privacy of individuals or the sensitivity of negotiations.

“In Camera” items and discussions are not to be disclosed beyond the Chamber’s Directors, Executive Director, and those present at the In-Camera meeting (this includes any staff attending that meeting) until the Board authorizes disclosure.

“In-Camera” session may involve issues of:

- a) Personnel: evaluation of Executive Director or other staff members
- b) Sensitive contract or purchasing negotiations
- c) Internal Board relations (including internal Board elections)

“In-Camera” minutes will be distributed to all Directors, the Executive Director and to those staff present at the In-Camera meeting.

“In-Camera” minutes shall be kept in a secure location to ensure they remain private.

## Member Promotional Opportunities

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### **Networking Opportunities at Chamber Events**

Networking and promotional space is available for members at Chamber events as deemed appropriate by staff.

# PRIVACY POLICY

## Introduction

Protecting your privacy and the confidentiality of your information -- over the Internet, on the telephone, or through our offices – has always been fundamental to the way we do business at the Chilliwack Chamber of Commerce. We operate on the basis of a Privacy Policy and related procedures that guide the handling of the personal information we collect. We have created this privacy statement in order to demonstrate our firm commitment to protecting the privacy of our members, partners and potential Web site visitors. This policy and related procedures are consistent with the Canadian Standards Association *Model Code for the Protection of Personal Information* (herein “CSA Model Code”) and the British Columbia *Personal Information Protection Act* (herein “the Act”).

## Privacy Statement

This policy deals only with personal information handled by the Chilliwack Chamber of Commerce. Personal information is information about an identifiable individual, **excluding business contact information**. The following explains how the Chilliwack Chamber of Commerce handles personal information. The Chilliwack Chamber of Commerce reserves the right to change this policy and it may be updated periodically. In the event of a change in the policy which will affect our use of your personal information the Chilliwack Chamber will provide notice of the changes to all necessary individuals.

## Accountability

The Chilliwack Chamber of Commerce (herein the “Chamber”) is accountable for all personal information under its control. The Chamber’s privacy officer is the Executive Director who is designated as responsible for the Chamber’s privacy policy. The privacy officer can be reached by:

- email at [info@chilliwackchamber.com](mailto:info@chilliwackchamber.com)
- telephone at 604 793-4323
- fax at 604 793-4303

Any questions about the Chamber’s handling of personal information should be directed to the privacy officer. Please see below for more information about the process for referring questions about the Chamber’s handling of personal information.

## Purpose of Personal Information

The purpose for which the Chamber collects, uses, or discloses personal information will be identified at or before the time the information is collected. The Chamber may collect personal information for the purposes of:

- administering Chamber membership and providing member services;
- registering for Chamber events, for example the Annual General Meeting;
- purchasing various Chamber products or services including document certification; and

- processing and administering the above or other purposes as necessary.

The Chamber will not collect, use, or disclose personal information for any other purpose than identified at or before the time of collection.

### ***Member Services***

The Chamber may collect contact information from its members in order to:

- send out newsletters and other relevant information
- inform members of upcoming Chamber events
- send out invoices and otherwise administer Chamber membership

This contact information is voluntarily provided by Chamber members. Members may, at any time, be taken off of Chamber mailing lists at their request.

Through external merchants, the Chamber offers various services to its members through programs such as:

- the Chamber of Commerce Group Insurance Plan
- complimentary subscriptions to BC Business Magazine

Members who choose to participate in these programs should refer directly to the privacy policies of the sponsoring companies. The Chamber does not collect, use or retain any personal information from these programs.

### ***Limits for Collecting, Using, Disclosing and Keeping Personal Information***

The Chamber does not collect, use or disclose personal information of individuals except when individuals give consent, and provide the information on a voluntary basis, or as required or authorized by law. There may be occasions where more specific personal information is necessary for us to proceed with a request for information, or provide you with a product or service. In such cases, we will provide you with a description on the information we need. In all cases, the Chamber limits the amount and type of information collected to only the personal information that is required to provide the individual with the requested information, product, or service. We collect only information that is voluntarily provided by you and undertake that such information will be kept strictly confidential.

The Chamber may disclose personal information collected by it without the knowledge or consent of the individual where required by law to disclose the information. The Chamber will not use or disclose personal information without the consent of the individual except as authorized by applicable law.

We retain personal information only as long as is necessary to provide the individual with the requested product, service or information and delete or destroy this information after that time. In some cases, however, legal reporting and retention requirements necessitate that the Chamber retain information for a specific amount of time. If the Chamber uses an individual's personal information to make a decision that directly affects the individual, the Chamber will retain that information for at least one year after using it.

The Chamber does not sell or trade any personal information to third parties. The Chamber may transfer information to service providers where information processing is outsourced by the Chamber in the course of its administrative procedures or member services in specific cases. Where personal information is transferred to a service provider for processing, we require the service provider to respect this Privacy Policy and we restrict them from using or

disclosing personal information transferred to them for any purpose other than the provision of services to us.

Any personal information that the Chamber retains is kept in such a manner as to ensure its security and confidentiality at all times.

***Safeguarding Personal Information***

The Chamber respects the privacy of our members, partners, potential website visitors and internet users and will protect that privacy as vigorously as possible. We store personal information in electronic and physical files that are secure. Our security measures include secure locks on filing cabinets, and using industry standard techniques such as firewalls, encryption, intrusion detection and restricted access to records and to equipment, including computers. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us or receive from us electronically. This is especially true for information you transmit to us via e-mail. Once we receive your transmission, we make our best efforts to ensure its security on our servers.

**Accuracy of and Access to Personal Information Collected**

The Chamber makes every reasonable effort to keep personal information as accurate, complete, current and relevant as necessary for the identified purposes. The Chamber does not routinely update personal information.

The Chamber makes readily available to individuals our Privacy Policy and related procedures for managing personal information. We provide access to the Privacy Policy and related procedures to individuals on the Chamber's Web site and in written form. Any questions about the handling of personal information by the Chamber can be raised with our privacy officer.

At the written request of an individual, he or she may access or request a correction of their personal information as collected by the Chamber. In case of an access request, the Chamber will inform them of the personal information we have about the individual under our control, what it has been and is being used for and, in cases where it has been disclosed, to whom it has been disclosed. There may be exceptional circumstances as provided by the *Act* under which the Chamber may not be able to give an individual access to the personal information about her or him held by the Chamber. In this case the Chamber will explain the reason for this lack of access, as provided by the relevant provision of the *Act*.

To make a request, please send a letter, email or fax addressed to our Privacy Officer at the address indicated above. In any written request, please include the following information:

- Name
- Contact details
- Membership number or number (where applicable)
- Nature of the request, for example:
  - access and/or correct information
  - inquire regarding use and/or disclosure

If an inquiry concerns a specific transaction, please indicate the date of the transaction, and provide a receipt number if applicable.

The Chamber will reply to your request in no later than thirty days after receipt of the request, or if we are not able to respond within this time period, we will send you a notice of extension. If we are not able to provide you with access to all the personal information about you that is under our control, we will give you a reason for our inability to do so, unless prohibited by law.

### **Questions and Complaints**

Any questions, comments, or complaints about the Chamber's handling of personal information should be directed to our privacy officer.

Complaints should be in writing and the Chamber will provide notice of receipt of the complaint within one week of post mark date. Within a reasonable time of receipt of the complaint, the privacy officer will conduct an investigation into the complaint. The format of this investigation may vary, depending on the circumstances. Within a reasonable time of conclusion of the investigation, the privacy officer will inform the complainant of the outcome of the complaint.

### ***Use of the Chilliwack Chamber of Commerce Website***

The Chamber believes that online privacy is important to the success of the Internet and electronic commerce in general and is strongly committed to each visitor's right to privacy. This statement sets forth the Chamber's Privacy Policy for its website located at [www.chilliwackchamber.com](http://www.chilliwackchamber.com) and describes the practices that the Chamber follows in respect to the privacy of the users of this site. By accessing and using materials from this website or sending or posting materials to it, you (the "user") agrees to the terms of this privacy commitment and to our practices to collect, use or disclose personal information.

This Privacy Statement may be updated periodically to reflect enhancements to the Chamber website that may affect the use of personal information. Accordingly, please check back periodically.

### **Information on this Website**

Information which includes all facts, data and other information, collectively the "Information" in the pages of this website is of a general nature, is intended only for informational purposes, is subject to change without notice, and is not intended to be relied on by visitors as binding legal advice on any particular matter.

Individual information provided to the Chamber to gain access to any feature of this website will not be sold or made available to any third party, except where information processing is outsourced by the Chamber in the course of its regular administrative procedures.

The Chamber reserves the right to perform statistical analyses of aggregated user behaviour and characteristics, in order to measure interest in and use of the various sections of its site so as to improve design and navigation and to gather information for marketing purposes. Only aggregated data from these analyses, not personally identifiable individual data, will be used for this purpose.

### **Accuracy of the Information on this Website**

The information is believed to be accurate, complete and current when posted but the Chamber cannot guarantee that it will remain accurate or complete or that it will be current at all times.

The Chamber is not responsible for direct, indirect, special or consequential damages, regardless of the cause, arising out the use of this website.

### **Accuracy of Information on Linked Websites**

Through the links to other sites found on the Chamber's website, the user may enter domains that are beyond the boundaries of the Chamber and, once there, the Chamber is not responsible for the privacy practices or the content of these websites. The Chamber has no control over the accuracy, completeness or relevance of the information on these sites and provides links to these sites solely for the information and convenience of visitors to our website.

### **Copying Information from this Website**

The information on the Chamber website may be used or copied provided that it is used or copied accurately, or is used in its entirety and/or that the source of the information is clearly identified. Only a Member of the Chamber may use the information for commercial purposes. The Chamber is not responsible for the way in which the information may be used or copied. The Chamber reserves the right to change, delete or add information at any time.

## **Anti Spam Policy**

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### **Context**

The Chilliwack Chamber of Commerce is committed to permission-based email marketing practices, and as a result has established this no-tolerance Anti-Spam Policy. The Chilliwack Chamber of Commerce will occasionally update this Anti-Spam Policy. When it does, the Chilliwack Chamber of Commerce will also revise the "last update" date at the top of this Anti-Spam Policy. For changes to this policy, the Chilliwack Chamber of Commerce will notify all Chilliwack Chamber Members by placing a notice on [www.chilliwackchamber.com](http://www.chilliwackchamber.com).

The Canadian Government originally tabled anti-spam legislation in early 2009. Bill C-27 "The Electronic Commerce Protection Act" (ECPA) addressed spam, counterfeit websites and spyware. The original bill was reintroduced as Bill C-28, the "Fighting Internet and Wireless Spam Act" (FISA). C-28 passed into law in mid-December 2010. <http://www2.parl.gc.ca/HousePublications/Publication.aspx?DocId=4547728&Language=e&Mode=1>

### **What is Spam?**

Spam is commercial email or unsolicited bulk email, including "junk mail", which has not been requested by the recipient. It is intrusive and often irrelevant or offensive, and it wastes valuable resources. Spam messages are the opposite of permission-based email, which are normally anticipated, personal, relevant and/or associated with a pre-existing business or personal relationship. Inappropriate newsgroup activities, consisting of excessive posting of the same materials to several newsgroups, are also *deemed to be spam*.

### ***Preventing Spam***

The Chilliwack Chamber of Commerce strongly discourages members and website/directory visitors from using our directory listing information for solicitation and/or spamming purposes. Email and contact information listed in the directory is intended to be used to contact individual businesses regarding their goods and services. No other use is endorsed or supported by the Chilliwack Chamber of Commerce. Furthermore, despite our best efforts to discourage and prevent misuse of our directory, we claim no responsibility for any spam or unwanted emails received by way of our directory's emailing function.

### ***How the Chilliwack Chamber of Commerce Helps You to Avoid Spamming***

The Chilliwack Chamber of Commerce has developed its Internet marketing tools to incorporate a strict permission-based philosophy. This anti-spam philosophy is implemented through the following:

Communication and Agreement – Terms of Use have become part of the application process for membership within the Chilliwack Chamber of Commerce. It is Policy that our Members follow the Chilliwack Chamber of Commerce Privacy Policy and Anti-Spam Policy.

The Chilliwack Chamber of Commerce has a number of marketing and promotional opportunities available for the exclusive use of our Members. Please visit [www.chilliwackchamber.com](http://www.chilliwackchamber.com) for a complete list of the opportunities available.

### ***Questions to Ask Yourself***

To help in establishing whether you are participating in activities constituting spam, ask yourself the following questions:

- (a) Are you sending email to non-specific addresses, such as info@domain.com or sales@domain.com?
- (b) Are you sending email to mailing lists or distribution lists, which then send indirectly to various other email addresses?
- (c) Have you purchased an email list of any type?
- (d) Are you continuing to mail to anyone who has asked to be deleted from your mailing list?
- (e) Does your email not provide a fully functioning link to unsubscribe?
- (f) Does your email subject line contain false or misleading information?
- (g) Have you used a third party's email address or domain name without the party's consent?

## **POLICY MANUAL**

If you answer yes to any of these questions, you are likely involved in spam activities

### ***Reporting Spam***

If you believe that you have received spam from a Members of the Chilliwack Chamber of Commerce please send a complaint from your email account along with the unsolicited email [lisa.caruth@chilliwackchamber.com](mailto:lisa.caruth@chilliwackchamber.com). Please provide any other information that you believe may help us in our investigation.

The Chilliwack Chamber of Commerce reserves the right to cancel membership to any member organization distributing spam to other members.