



Lakeside Volleyball Club – Privacy Policy

2026/27 Season

Effective Date: September 1, 2026

Policy Owner: Lakeside Volleyball Club - Club Executives

Review Date: Annually

1. PURPOSE

Lakeside Volleyball Club ("Lakeside," "the Club," "we," "us," or "our") is committed to protecting the privacy and personal information of its athletes, parents and guardians, coaches, volunteers, staff, officials, members and other individuals who interact with the Club.

This Privacy Policy explains how Lakeside collects, uses, stores, protects and discloses personal information in connection with its volleyball programs and related activities.

Lakeside recognizes that many of its athletes are minors and takes particular care in handling information relating to children and youth.

The Club will handle personal information in a manner consistent with applicable privacy legislation and the principles of responsible information management.

2. SCOPE

This policy applies to personal information collected, used, disclosed, stored or otherwise handled by Lakeside in connection with:

- player registration and membership;
- tryouts and player evaluations;
- practices, training, clinics, camps and open gyms;
- tournaments and competitions;
- team administration;
- travel and team activities;
- coaching and volunteer administration;
- payments and financial administration;
- player and parent/guardian communications;
- Club websites and social-media accounts;
- photographs, video and other media;
- Club marketing and promotional activities;
- safety, incident and disciplinary matters; and
- other activities undertaken by or on behalf of Lakeside.

This policy applies whether information is collected electronically, in writing, verbally, through online systems, through photographs or video, or by other reasonable means.

3. PERSONAL INFORMATION

For the purposes of this policy, personal information generally means information about an identifiable individual.

Depending on the circumstances, personal information may include:

- name;
- date of birth or age;
- address;
- telephone number;
- email address;
- parent or guardian information;
- emergency contact information;
- player registration information;
- team and roster information;
- player position and jersey number;
- photographs and video recordings;
- player evaluation and performance information;
- payment and registration information;
- information relating to injuries or medical needs where provided for athlete safety;
- information relating to allergies, medications or emergency medical considerations where voluntarily provided;
- incident, discipline or complaint information;
- information provided in connection with safeguarding or player welfare matters; and
- other information reasonably necessary to administer Club programs and activities.

Lakeside will make reasonable efforts to limit the collection of personal information to information that is necessary or appropriate for the identified purpose.

4. COLLECTION OF PERSONAL INFORMATION

Lakeside may collect personal information directly from athletes, parents or guardians, coaches, volunteers, officials and other individuals.

Information may be collected through:

- online registration forms;

- registration and membership systems;
- Club forms and applications;
- email and other Club communications;
- tryout and evaluation processes;
- team-management systems;
- tournament registration systems;
- verbal communications;
- photographs and video taken during Club activities;
- incident or injury reports; and
- other reasonable means necessary to administer Club activities.

Where an athlete is a minor, Lakeside may collect information from and communicate with the athlete's parent or legal guardian where appropriate.

Lakeside may also receive personal information from third parties where reasonably necessary to administer Club activities. These may include volleyball governing bodies, tournament organizers, facility operators, registration providers, payment processors, technology providers and other service providers.

5. PURPOSES FOR COLLECTING AND USING PERSONAL INFORMATION

Lakeside may collect and use personal information for the following purposes.

A. Program Administration

To:

- register athletes and members;
- create team rosters;
- organize practices, games, tournaments and other activities;
- communicate schedules, locations and program information;
- manage attendance;
- administer uniforms and equipment;
- coordinate travel where applicable; and
- otherwise operate Club programs.

B. Athlete Safety

To:

- respond to injuries and emergencies;
- maintain emergency contact information;
- address relevant medical or safety considerations voluntarily provided to the Club;
- respond to incidents;
- administer safeguarding requirements; and
- protect athletes, coaches, volunteers and other participants.

Lakeside will limit the collection and use of sensitive information to what is reasonably necessary for the relevant purpose.

C. Registration and Financial Administration

To:

- process registrations;
- collect membership and program fees;
- process refunds;
- issue receipts;
- administer payment arrangements;
- maintain financial records; and
- communicate regarding registration or payment matters.

Payment card information should generally be processed through the Club's designated payment provider rather than retained directly by Lakeside.

D. Volleyball Administration

Lakeside may collect and disclose information reasonably necessary to participate in activities administered by the Ontario Volleyball Association ("OVA"), Volleyball Canada, tournament organizers, leagues or other governing bodies.

This may include athlete names, dates of birth, team information, registration information and other information required for eligibility, registration, competition, rankings, scheduling or tournament administration.

E. Communications

To communicate with athletes, parents/guardians, coaches and volunteers regarding:

- practices;

- tournaments;
- schedules;
- cancellations;
- registration;
- Club programs;
- policies;
- safety information;
- administrative matters; and
- other information relating to Club activities.

F. Club Promotion and Recognition

Lakeside may use team information, photographs, video, tournament results, player achievements and other appropriate content for Club promotion, recognition and community engagement, subject to the provisions of this policy concerning consent and social media.

6. CONSENT

Where appropriate, Lakeside will obtain consent before collecting, using or disclosing personal information.

Consent may be express or, where permitted by applicable law and appropriate in the circumstances, implied from an individual's actions or participation.

For minor athletes, Lakeside may obtain consent from a parent or legal guardian where appropriate.

Consent may be provided through:

- registration forms;
- online registration systems;
- waivers;
- media releases;
- email;
- written authorization; or
- other appropriate means.

Lakeside will not require consent for an optional promotional purpose as a condition of participating in the Club's volleyball programs.

Where an individual refuses or withdraws consent for a particular optional use of personal information, Lakeside will make reasonable efforts to respect that decision, subject to legal, safety, administrative or other legitimate requirements.

7. PHOTOGRAPHY, VIDEO AND SOCIAL MEDIA

7.1 General

Photography and video are a normal part of volleyball practices, tournaments, competitions, team activities and Club events.

Lakeside may photograph or record athletes, coaches and other participants for purposes including:

- team documentation;
- tournament and competition records;
- coaching and training;
- Club history;
- recognition of achievements;
- website content;
- social media;
- newsletters;
- promotional materials; and
- other legitimate Club purposes.

Lakeside recognizes that parents, guardians and athletes may have different preferences regarding the publication of photographs, video and player information.

7.2 Individual Player Content

Where a parent or legal guardian has indicated that an athlete should not be included in Lakeside-controlled promotional or social-media content, Lakeside will make reasonable efforts not to intentionally feature that athlete in:

- individual player announcements;
- player introduction posts;

- individual player photographs;
- individual player videos;
- promotional graphics identifying the athlete;
- social-media posts specifically highlighting the athlete; or
- other similar promotional content.

Where an athlete has opted out of promotional image use, the Club will also make reasonable efforts not to intentionally identify that athlete by name in promotional social-media content.

7.3 Team Content

An individual athlete's opt-out does **not** prevent Lakeside from maintaining a social-media presence or publishing team-level content.

Lakeside may publish team-level content where the athlete who has opted out is not reasonably identifiable.

Examples may include:

- team results;
- tournament results;
- team schedules;
- team announcements;
- team graphics;
- tournament championship announcements;
- photographs where the athlete is not identifiable;
- photographs of coaches or staff;
- photographs taken from a distance where individual athletes are not reasonably identifiable; and
- other content that does not intentionally identify the athlete.

The purpose of an individual athlete's opt-out is to respect that athlete's privacy preference; it is not intended to prevent the Club or other team members from celebrating legitimate team activities and accomplishments.

7.4 Team Photographs and Action Photos

Where an athlete has opted out of Lakeside-controlled promotional photography, Lakeside will make reasonable efforts to avoid publishing team photographs or action photographs in which that athlete is clearly identifiable.

For example, if a team photograph contains an athlete who has opted out, the Club may:

- select a different photograph;
- crop the photograph;
- edit the photograph so the athlete is no longer reasonably identifiable; or
- choose another appropriate image.

Similarly, Lakeside will make reasonable efforts to avoid publishing game or tournament photographs in which an opted-out athlete is clearly identifiable.

The Club is not required to eliminate all photographs of a team simply because one athlete has opted out.

7.5 Tournament and Championship Content

Lakeside may publish team achievements, including tournament wins, medals, championships and other accomplishments.

Where a photograph of a medal presentation or championship celebration clearly identifies an athlete who has opted out, Lakeside will make reasonable efforts to use an alternative photograph, crop the image, or otherwise avoid intentionally featuring that athlete.

The Club may nevertheless publish:

- the team name;
- tournament name;
- result;
- achievement;
- score or ranking; and
- other team-level information

provided that the opted-out athlete is not unnecessarily identified.

7.6 Incidental Appearance

Lakeside cannot guarantee that an athlete will never appear in a photograph or video associated with a Club activity.

An athlete may appear incidentally in:

- a background of a photograph;
- a tournament video;
- a wide-angle game photograph;
- a team event;
- a facility photograph; or
- other content where the athlete was not intentionally featured.

Where Lakeside becomes aware that an opted-out athlete has been unintentionally and reasonably identifiable in Club-controlled content, the Club will consider whether removal, cropping, editing or replacement of the content is reasonably appropriate.

7.7 Third-Party Photography and Video

Lakeside does not control photography, video or social-media activity undertaken by:

- parents or guardians;
- spectators;
- tournament organizers;
- opposing teams;
- facilities;
- photographers;
- media organizations;
- volleyball governing bodies; or
- other third parties.

As a result, Lakeside cannot guarantee that an athlete will never appear in photographs, video or social-media content created or published by third parties.

Parents and guardians should understand that organized volleyball events may involve photography and video by individuals and organizations outside the control of Lakeside.

Where Lakeside becomes aware of a significant privacy concern involving third-party content, the Club may, where appropriate, attempt to assist the affected individual in addressing the concern. However, Lakeside cannot guarantee the removal or alteration of content controlled by a third party.

7.8 Social-Media Conduct

Coaches, team representatives, volunteers and Club Executives who publish content on behalf of Lakeside are expected to:

- follow this Privacy Policy;
 - respect documented player opt-outs;
 - avoid unnecessarily identifying athletes;
 - avoid publishing sensitive personal information;
 - use photographs and video appropriately;
 - avoid posting content that could reasonably embarrass, demean or harm an athlete;
 - use official Club accounts or approved team accounts where applicable; and
 - follow all applicable Club, OVA and Volleyball Canada policies.
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8. DISCLOSURE OF PERSONAL INFORMATION

Lakeside will not sell, rent or trade personal information.

The Club may disclose personal information where reasonably necessary for legitimate Club purposes, including to:

- the OVA;
- Volleyball Canada;
- tournament organizers;
- league or competition organizers;
- facility operators;
- coaches and authorized Club volunteers;
- Club Executives;
- registration and team-management platforms;
- payment processors;
- technology and communications service providers;

- insurance providers;
- professional advisors;
- emergency responders or medical professionals where appropriate;
- legal authorities where required or permitted by law; and
- other organizations where disclosure is reasonably necessary to administer Club activities or protect the safety of an individual.

Lakeside will seek to limit disclosures to information reasonably necessary for the particular purpose.

9. THIRD-PARTY SERVICE PROVIDERS

Lakeside uses third-party platforms and service providers to administer Club activities.

These may include systems used for:

- registration;
- payments;
- team management;
- scheduling;
- communications;
- video;
- photography;
- website hosting;
- email;
- cloud storage; and
- other Club operations.

Where Lakeside provides personal information to a service provider, the Club will take reasonable steps to ensure that the information is handled appropriately and for authorized purposes.

Some service providers may store or process information outside Ontario or Canada. Personal information may therefore be subject to the laws of the jurisdiction in which the service provider operates or stores information.

10. ACCURACY OF PERSONAL INFORMATION

Lakeside will make reasonable efforts to ensure that personal information in its possession is accurate, complete and current where the information is used for purposes where accuracy is important.

Parents/guardians and athletes are encouraged to notify Lakeside promptly of changes to:

- contact information;
- emergency contacts;
- medical or safety information that the Club has been asked to maintain;
- custody or communication information relevant to Club administration; or
- other information that should reasonably be updated.

11. SECURITY OF PERSONAL INFORMATION

Lakeside will take reasonable administrative, technical and physical safeguards to protect personal information against:

- unauthorized access;
- collection;
- use;
- disclosure;
- copying;
- modification;
- loss; and
- destruction.

Safeguards may include:

- password-protected systems;
- access restrictions;
- secure online platforms;
- limiting access to authorized individuals;
- secure storage of physical records;
- appropriate disposal of records; and

- other reasonable security practices.

No electronic transmission or storage system can be guaranteed to be completely secure. Lakeside will nevertheless take reasonable steps to reduce the risk of unauthorized access or disclosure.

12. ACCESS TO PERSONAL INFORMATION

An individual may request access to personal information about themselves that is held by Lakeside, subject to applicable legal restrictions.

For a minor athlete, a parent or legal guardian may generally make a request on the athlete's behalf where appropriate, subject to circumstances where the athlete's privacy interests, legal requirements or other considerations require otherwise.

Requests should be submitted in writing to:

Lakeside Volleyball Club

Privacy Contact: Club Executives

Email: info@lakesidevb.com

The Club may require sufficient information to verify the identity and authority of the person making the request.

Lakeside will respond to reasonable requests within a reasonable period and in accordance with applicable privacy requirements.

13. CORRECTION OF PERSONAL INFORMATION

If an individual believes that personal information held by Lakeside is inaccurate or incomplete, they may request that the information be corrected.

Requests should identify:

1. the information believed to be inaccurate or incomplete; and
2. the requested correction.

Lakeside will review the request and make reasonable corrections where appropriate.

14. RETENTION AND DESTRUCTION

Lakeside will retain personal information only for as long as reasonably necessary for the purposes for which it was collected, for legitimate Club administration, or as required by applicable law.

Different records may have different retention periods.

Records may be retained for purposes including:

- financial and accounting requirements;
- registration history;
- insurance;
- legal obligations;
- safeguarding;
- dispute resolution;
- Club governance;
- historical records; and
- other legitimate Club purposes.

When personal information is no longer required, Lakeside will take reasonable steps to securely delete, destroy or anonymize it.

15. CHILDREN AND YOUTH

Lakeside recognizes that it serves athletes who are minors and considers the protection of youth information a priority.

The Club will take reasonable steps to ensure that:

- personal information relating to youth athletes is accessed only by individuals who have a legitimate reason to access it;
- information is used for appropriate Club purposes;
- sensitive information is handled with appropriate care;
- communications involving youth athletes are conducted in accordance with Club policies and safeguarding practices; and

- public disclosure of information is limited to appropriate purposes and permissions.

Parents and guardians should understand that some information, including team rosters, tournament schedules, player names, jersey numbers, photographs and competition results, may be publicly available as part of normal participation in organized sport or may be published by tournament organizers, governing bodies or other third parties.

16. EMAIL, TEXT AND ELECTRONIC COMMUNICATIONS

Lakeside may communicate with athletes, parents/guardians, coaches and volunteers using email, text messaging, team-management platforms and other electronic communication systems.

The Club will use reasonable measures to limit access to personal information contained in such communications.

Individuals should be aware that electronic communications may not always be secure and should avoid sending unnecessary sensitive personal information by ordinary email or text message.

Where possible, sensitive information should be provided through an appropriate secure process established by the Club.

17. COACHES, VOLUNTEERS AND CLUB EXECUTIVES

Coaches, volunteers and Club Executives may have access to personal information because of their role with Lakeside.

Access is limited to information reasonably required to perform their responsibilities.

Individuals with access to personal information are expected to:

- keep information confidential;

- use information only for authorized Club purposes;
- avoid unnecessary disclosure;
- protect account credentials;
- follow Club policies; and
- report suspected privacy breaches to the Club.

Access to personal information does not authorize an individual to use that information for personal, commercial or unrelated purposes.

18. PRIVACY BREACHES

A privacy breach may occur when personal information is lost, stolen, accessed, used or disclosed without authorization.

Examples may include:

- sending personal information to the wrong recipient;
- losing a device containing personal information;
- unauthorized access to an online account;
- sharing a roster with an unauthorized person; or
- accidental publication of private information.

Any suspected privacy breach should be reported promptly to a Club Executive.

Lakeside will assess the circumstances and take reasonable steps to contain the breach, investigate what occurred, reduce potential harm and determine whether notification or other action is required under applicable law or Club policy.

19. PRIVACY COMPLAINTS

An individual who has concerns about Lakeside's handling of personal information may submit a written privacy complaint.

Complaints should be directed to:

Privacy Complaints

Lakeside Volleyball Club

Email: complaints@lakesidevb.com

The complaint should provide sufficient information for the Club to understand the concern, including:

- the nature of the complaint;
- the information involved;
- the relevant circumstances; and
- the resolution being requested, where applicable.

Lakeside will review complaints in a reasonable and timely manner and will communicate the outcome to the complainant where appropriate.

Nothing in this policy prevents an individual from contacting the applicable privacy regulator or exercising any rights available under applicable law.

20. RESPONSIBILITY FOR THIS POLICY

The Club Executives are responsible for overseeing Lakeside's privacy practices and ensuring that reasonable measures are taken to protect personal information.

The Club Executives may designate an individual or individuals to assist with privacy matters, including responding to access requests, correction requests and privacy complaints.

The Club will review this policy periodically and may update it as necessary to reflect changes to Club operations, technology, governing-body requirements or applicable law.

21. POLICY INTERPRETATION

This policy is intended to establish Lakeside Volleyball Club's privacy practices and does not create rights beyond those provided by applicable law.

Where there is a conflict between this policy and applicable legislation, the applicable legislation will govern.

Nothing in this policy limits the Club's ability to collect, use or disclose information where it is legally permitted or required to do so, including where necessary to protect the safety of an athlete or other individual.

22. CONTACT INFORMATION

Questions regarding this Privacy Policy should be directed to:

Lakeside Volleyball Club

General Privacy Inquiries: info@lakesidevb.com

Privacy Complaints: complaints@lakesidevb.com

Policy Approved By: Club Executives

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