

*The Sensible Alternative
in Funeral Arrangements*

PEOPLE'S MEMORIAL SOCIETY OF B.C.
and
VANCOUVER ISLAND MEMORIAL SOCIETY
(the "Society")

PRIVACY NOTICE


This Privacy Notice spells out the policy and procedures of the Society and your rights as our member regarding the collection, use and disclosure of your personal information. This Privacy Notice is subject to any amendments which will be available from the Society's Privacy Officer.

What is Personal Information

"Personal Information" is information about an individual, but does not include the name, title or business address or telephone number of an employee of an organization.

What Information is the Society responsible for protecting

We are responsible for protecting your personal information in our possession or custody, including personal information that has been transferred to, or received from, a third party in the course of commercial activities for processing or other purposes for which you have consented.



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Why do we collect, use and disclose your Personal Information


We collect, use and disclose your personal information to:

- Assist you to plan and arrange funeral, burial or cremation products or services.
- Provide you with information about additional services offered by the Society.
- Offer after care services to you including advanced planning products and services.
- Advise executor(s) / next of kin of funeral services providers.
- Fulfill any other purposes that are identified when the personal information is collected from you, including any purposes set out in forms that you provide to us or in legal contracts.
- Provide you with services, products, and information that you have requested or that others have requested on your behalf.
- Legal, financial, and other professional advisors or in connection with the sale or reorganization of all or part of our business or operations.
- Compile statistics, conduct market research and report to regulatory and industry agencies.
- Advise you of any upcoming promotions or offers.
- Comply with legal obligations.
- Comply with tax requirements.

Personal information may be collected, used and disclosed for any of these “Identified Purposes” set out above. We will use your personal information for additional purposes only with your consent or as required or permitted by law.

When you provide Personal Information to us

When you provide personal information to us, you do so with the understanding that your personal information may be used or disclosed for the Identified Purposes by our employees, affiliates, agents or contractors, and suppliers who need to know such information in order to provide you with our products and services.



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Your Consent

We accept any of the following as your knowledge and consent for our existing use, future collection, use and disclosure of your personal information for the Identified Purposes:

- Your receipt of this Privacy Notice.
- Your provision of information to us either directly or through a family service representative or licensed insurance agent (for advanced planning products and services).
- If you have an existing membership and any subsequent amendments are necessary, it is assumed that the consent, which you have given to us when buying the original contract or policy, remains in effect.


You may withdraw your consent at any time upon reasonable notice, however, by doing so, it may affect our ability to continue to provide you with the services that you have or would like to receive. To withdraw your consent, you should contact our Privacy Officer at the address or telephone number listed below. Unless we hear otherwise from you, you are giving to us your consent to the collection, use and disclosure of personal information for the Identified Purposes.

Note however, if you withdraw your consent we may not be able to provide the services which you have requested by becoming a member.

Safeguarding your Personal Information

We will protect personal information with safeguards that are appropriate to the sensitivity of the information. In the event that we transfer your personal information to a third party for processing, we will take appropriate steps to ensure that such recipients safeguard the personal information and use the information only for authorized purposes.

Once personal information is no longer required to fulfill the Identified Purposes and is no longer required to be retained for legal or business purposes, it will be destroyed, erased, or made anonymous.



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Right to access your Personal Information

If you wish to access your personal information that we have in our possession or control, please make your request in writing to our Privacy Officer stating specifically which personal information you are requesting. We will respond to such requests as soon as possible and will advise you if for some reason we cannot respond.

If you have a complaint related to this Privacy Notice or any of our procedures, please contact the Privacy Officer.

How to Contact Us

For more information, to make enquiries, request information or file a complaint or to opt out of all or parts of this Privacy Notice, please contact our Privacy Officer at:

Phone: 604-428-0845 or toll free at 1-800-661-2258

Email: info@pmsoc.org or info@vimsoc.org

Mail: Kerrisdale Post Office, P.O. Box 18081
Vancouver, BC V6M 4L3
Canada