



Student Records Maintenance Policy

This policy explains regarding the creation, management and storage of all records for those who apply and/or admitted to ANNE'S Language House.

The purpose of this policy is to:

- ensure that students' records are created, used, disposed of, and preserved in a systematic manner, compliant with relevant legislation; and
- ensure that access is provided to records in compliance with the Personal Information Protection Act. (Reference: Province of Alberta Regulation 366/2003)

The student record and its components may be in the form of hard copy files or computerized databases. The management office is responsible for creation of the student record, managing and retaining the hard copy and the computerized databases, in accordance with ANNE'S Language House's policy and procedure. Each student's file will normally contain:

- All forms and letters which bear the signature of the student;
- Personal information such as address, date of birth, telephone numbers and email address.
- Documents pertaining to the student's studies, or the evaluation of the student's work at ANNE'S Language House;
- Copy of insurance waiver
- Other factual documentation considered pertinent to the student's studies.

All student records are kept in a secure, locked file cabinet. Student records of students who have graduated or left school without graduating are maintained with the same level of security as the student records of students currently in attendance.

Hard copy files will normally be destroyed 5 years after graduation or the last attendance at ANNE'S Language House. Documentation submitted by applicants who are not accepted will normally be destroyed at the end of three years in a secure and permanent manner. All portions of a student's computerized record which are needed to produce official transcripts will be maintained permanently. Employees may have access to computerized record by management officer's permission and must follow security measures, such as password.

Management office:

Keiko Nozaki – Director

Chisako Nozaki – Director



Personnel Records Maintenance Policy

The purpose of this policy is to ensure employee records are confidential and are held and maintained in a manner that respects the privacy of employee information and meets the requirements of the Personal Information Protection Act. (Reference: Province of Alberta Regulation 366/2003)

Confidentiality

Access to an employee's file is restricted to maintain confidentiality and to adhere to "Personal Information Protection Act" requirements. Only designated individuals will be given access to employee files and records. Contents are not visible to others when reviewing the file.

Review of Files

Each employee shall have the right, by appointment, to review and copy, but not remove, the contents of his/her own official personnel file. If an employee believes there is an error or omission in his/her file, he/she may request the Director to correct the information.

Information/Records Kept on File

The following information and records will be placed in the employee files:

- hiring documentation (i.e. resume, letter of reference, etc.)
- leave approvals and absence reports
- personal information including birth date, address, phone number, and emergency notification
- other relevant information regarding the employee's employment with ANNE'S Language House

Security

Active records are maintained in a secure, locked file cabinets. Access to file cabinet keys is managed securely.

Retention of Personnel Records

Personnel records files of former employees of ANNE'S Language House may be transferred to electronic storage one year following the employee leaving ANNE'S Language House. Electronic records will be retained for 5 years. When it has been determined that the requisite period for file retention has passed, personnel records should be destroyed.

Management office:

Keiko Nozaki – Director

Chisako Nozaki – Director



Privacy Policy

ANNE'S Language House is committed to protecting the privacy of individuals who work and study at or who interact with ANNE'S Language House. This policy explains how ANNE'S Language House collects, uses and disclose Personal Information of individuals. ANNE'S Language House may change this Privacy Policy from time and you are advised to review this Privacy Policy periodically for any changes.

1. Collecting Personal Information

Personal information means information about an identifiable individual such as a person's name, phone number, date of birth, address or email address. ANNE'S Language House will only collect personal information that is necessary to fulfill any one or more of the following and similar or related purposes:

- To verify identity;
- To enrol a student or a prospective student in our English program, school activities or homestay program offered by ANNE'S Language House;
- To manage an employee of ANNE'S Language House;
- To identify, collect and process the payment to ANNE'S Language House including course program fees, homestay fees, activity fees and other fees;
- To meet regulatory requirement.

ANNE'S Language House will obtain an individual's consent to collect, use, or disclose his/her personal information except where, as noted below, ANNE'S Language House is authorized to do so without consent.

An individual may provide his/her consent orally, in writing, electronically, or through an authorized representative or it may be implied where the purpose for collecting, using, or disclosing an individual's personal information would be considered obvious and the affected individual voluntarily provides his/her personal information for that purpose.

2. Using and Disclosing Personal Information

ANNE'S Language House will only use or disclose an individual's personal information where such use or disclosure is necessary to fulfill the purposes identified at the time the personal information is collected or for a purpose reasonably related to those purposes.

ANNE'S Language House will not use or disclose an individual's personal information for any additional purpose unless ANNE'S Language House obtains his/her consent to do so.

3. Ensuring the Accuracy of Personal Information

ANNE'S Language House will make reasonable efforts to ensure that the personal information collected is as accurate and complete as is reasonably required in connection with the purposes for which it was collected, used or disclosed.

An individual may request that a correction be made to his/her personal information in order to ensure that it is accurate and complete. An individual must make a request to correct personal information in writing and provide sufficient detail to identify the personal information and the correction being sought.



4. Retaining Personal Information

If ANNE'S Language House uses an individual's personal information to make a decision that directly affects him/her, ANNE'S Language House will retain that personal information for at least one year from the date of the decision so that the individual has a reasonable opportunity to access to the personal information.

5. Securing Personal Information

ANNE'S Language House is committed to ensuring the security of an individual's personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

ANNE'S Language house will take reasonable steps to protect information from unauthorized access, collection, use, disclosure or destruction.

6. Access to Personal Information

An Individual has a right of access to his/her Personal Information in the custody or under the control of ANNE'S Language House subject to specific and limited exceptions.

A request to access personal information must be made in writing to ANNE'S Language House and provide sufficient detail to identify the personal information being sought.

If an individual's request to access his/her personal information is refused in whole or in part, ANNE'S Language House will provide him/her with the reasons for the refusal in writing and describe the recourse available to the individual.

7. Cookies

A cookie is an element of data that a website can send to your browser, which may then store it on your system. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it.

8. Questions or Comments

An individual should direct any complaints, concerns, or questions regarding ANNE'S Language House's compliance in writing to the directors of ANNE'S Language House.

Attention: Keiko Nozaki or Chisako Nozaki
Address: 727 7th Avenue SW Suite 1520
Calgary, Alberta, Canada T2P0Z5
Phone: 403-667-4745
Email: english@alhcalgary.com