

## **Knowledge Network Corporation**

### **Privacy Policy**

Knowledge Network is committed to the protection of the personal information it holds. As a public body, Knowledge Network is subject to British Columbia's [Freedom of Information and Protection of Privacy Act \("FIPPA"\)](#). FIPPA sets out the requirements under which Knowledge Network may collect, use and disclose personal information. Personal information collected relates directly to and is necessary for the administration of our programs and activities as permitted in Section 26(c), (d) and (e) of FIPPA.

#### Personal Information

"Personal information" is any recorded information about an identifiable individual. Information collected by Knowledge Network may include:

- An individual's name
- Address
- Birth date
- E-mail address
- Phone numbers
- Internet Protocol (IP) address

#### Collection and Retention of Personal Information

When a person contacts Knowledge Network, we may collect personal information to (a) respond to their enquiries, (b) process their donations, (c) notify them about our programs, events and fundraising initiatives, and (d) improve their streaming experience and website maintenance. Personal information will only be used for the intent that it was collected – to effectively deliver Knowledge Network's public broadcasting service and fundraising program. Knowledge Network employees will only access personal information when necessary to fulfill their job duties. We will not sell, rent or trade personal information. Vendors contracted to support Knowledge Network's fundraising program are committed to protecting the personal information entrusted to them.

At any time, a person may contact us to correct any personal information that we may have in our records. We will update the information promptly.

#### Security

Knowledge Network uses technical and administrative security measures to maintain the safety of personal information. Access to personal information is restricted to authorized employees and contractors working on behalf of Knowledge Network with roles, permissions and access controls in place. Credit card information is not stored on Knowledge Network servers but is sent to a PCI Level 1-compliant payment processor for processing. Security safeguards and controls are reviewed regularly as industry standards for data protection and network security evolve.

## Social Media

Social media is currently used by Knowledge Network as a means to promote our programming and initiatives as well as interact and engage with our viewers. Personal information posted on these platforms by individuals is not under Knowledge Network's control or protection, and it may be stored outside Canada on servers not belonging to Knowledge Network. The personal information is subject to the privacy procedures of the social media platform being used, and we encourage users to read the platform's privacy policy before posting on it.

Comments made on our social media platforms are moderated, and we reserve the right to remove any comment as well as block repeat offenders of our code of conduct. While we encourage viewers' engagement and do not discriminate against their views or opinions posted to our social media accounts, immediate actions will be taken by social media coordinators for any inappropriate comments or posts which are malicious in nature, including:

- Profanity
- Hate speech or personal attack
- Explicit content
- Expression of violence or threats

Possible actions include: appropriate response to the original post (via comment or direct message), hiding or deleting the post(s) or comment(s), reporting the post, block/ban the user or account. Knowledge Network is not responsible for any comments or material published on this page by others.

## Privacy - Web Services

Knowledge Network has developed its digital services, including various Apps, the Knowledge.ca website and the Knowledgekids.ca website (each a "Web Service", collectively the "Web Services"), as electronic resources with information about our organization and its programs, and as fun and entertaining streaming services for our viewing audience.

We are committed to providing our visitors with Web Services that respect their privacy. We encourage and support the efforts of parents and legal guardians of children to monitor their children's Internet usage and to caution them against providing personal information to any website or App without their permission.

## Information Collected Through Web Services

Personal information voluntarily provided via our Web Services will be used for the purpose for which it was provided (for example, to enter a contest, participate in an online forum, make a donation, send an inquiry, or send an email address to receive automatic information about upcoming programming) or to which an individual otherwise consents, will be kept strictly confidential, and is not disclosed to anyone inside Knowledge Network except the personnel who need the information to complete the

request Such information may also be used for internal analysis for management purposes, solely to the extent authorized under the FIPPA.

In some instances, outside parties are used to process donations, administer contests, promotions and other online activities on our behalf. This may involve the collection of personal information. In such cases, we ensure that the manner in which any outside party collects, uses and retains personal information conforms to our privacy policies and is in strict compliance with FIPPA.

We may disclose personal information to affiliates and outside suppliers or contractors from whom we obtain services for the purposes of supplying those services, provided such disclosures are limited to the individuals providing those services and then only to the extent required to facilitate the provision of those services. Knowledge does not sell, license, rent, market, disclose, barter or distribute any personal information obtained from our Web Services other than as disclosed in this statement.

#### Changes to this Privacy Policy

This policy will be reviewed and updated in 2025.