

Metropolitan Community College

Privacy Policy & Data Collection Notice

Effective Date: September 25, 2025

Last Updated: September 25, 2025

1. Introduction

Metropolitan Community College ("MCC," "we," "us," or "our") is committed to protecting the privacy and confidentiality of personal information collected from students, prospective students, faculty, staff, and visitors. This Privacy Policy explains how we collect, use, store, and protect your personal information in compliance with applicable federal and provincial laws, including the Personal Information Protection Act (PIPA) of British Columbia, the Freedom of Information and Protection of Privacy Act (FIPPA), and the Privacy Act of Canada.

2. Information We Collect

2.1 Personal Information

We collect the following types of personal information:

Student Records:

- Full name and previous names
- Date of birth
- Social Insurance Number (when required)
- Home and mailing addresses
- Phone numbers (mobile and landline)
- Email addresses
- Emergency contact information
- Demographic information (optional)
- Citizenship and immigration status

Academic Information:

- Educational history and transcripts
- Course enrollment and grades

- Academic programs and credentials
- Student ID numbers
- Financial aid information
- Disciplinary records
- Prior Learning Assessment records

Financial Information:

- Payment and billing information
- Student loan applications and documentation
- Scholarship and bursary information
- Banking information for refunds
- Canada Revenue Agency tax information (when applicable)

Technical Information:

- Computer and device information
- IP addresses and browser information
- Login credentials and access logs
- Online learning platform activity

2.2 How We Collect Information

Information is collected through:

- Application and enrollment forms
- Student information systems
- Online portals and learning management systems
- StudentAid BC applications
- Surveys and assessments
- Campus security systems
- Third-party education and credential recognition services

3. How We Use Your Information

We use collected information for legitimate educational purposes, including:

- **Academic Administration:** Processing applications, enrollment, registration, and academic records
- **Student Services:** Providing academic advising, tutoring, library services, and student support
- **Financial Operations:** Processing tuition payments, student loans, and refunds
- **Communication:** Sending important academic and administrative notifications
- **Safety and Security:** Maintaining campus safety and emergency response
- **Compliance:** Meeting federal and provincial reporting requirements

- **Institutional Research:** Analyzing trends and improving educational services (anonymized data)
- **Alumni Relations:** Maintaining connections with graduates
- **Credential Recognition:** Verifying academic achievements and issuing transcripts

4. Information Sharing and Disclosure

4.1 Permitted Disclosures

We may share your information in the following circumstances:

With Consent: When you have provided explicit consent for disclosure

Without Consent (as permitted by law):

- To employees who need the information to perform their duties
- For enrollment verification to other educational institutions
- To StudentAid BC and other government student aid programs
- To prevent or respond to emergencies affecting health or safety
- When required by court order or legal process
- To professional regulatory bodies for credential verification
- For collection of outstanding debts

4.2 Third-Party Service Providers

We may share information with trusted third parties who assist with:

- Student information system management
- Payment processing and banking services
- Online learning platforms (D2L, Moodle, etc.)
- Credential verification services
- Communication and notification systems
- IT support and maintenance

All third parties are contractually required to protect your information according to Canadian privacy standards.

4.3 International Disclosures

If information is transferred outside Canada, we ensure appropriate safeguards are in place and will notify you when required by law.

5. Data Security and Protection

5.1 Security Measures

We implement comprehensive security measures including:

- Encrypted data transmission and storage
- Secure access controls and multi-factor authentication
- Regular security audits and vulnerability assessments
- Staff training on privacy and data protection
- Physical security of records and facilities
- Incident response and breach notification procedures

5.2 Data Retention

We retain records according to established schedules and legal requirements:

- **Academic Records:** As required by BC regulations (typically permanent for transcripts)
- **Financial Records:** 7 years minimum
- **Application Materials:** 7 years or until degree completion
- **Student Files:** 10 years after graduation/withdrawal
- **Health and Safety Records:** As required by WorkSafeBC

Records are securely destroyed when retention periods expire.

6. Your Privacy Rights

Under BC privacy legislation, you have the right to:

6.1 Access Rights

- Request access to your personal information in our custody or control
- Receive information about how your personal information is being used
- Request correction of inaccurate personal information

6.2 Correction and Complaints

- Request correction of errors in your personal information
- File a complaint with our Privacy Officer
- File a complaint with the Office of the Information and Privacy Commissioner for BC

6.3 Communication Preferences

You may opt out of non-essential communications through:

- Student portal preferences

- Direct contact with our Student Services office
- Unsubscribe links in electronic communications

7. Website and Online Services

7.1 Cookies and Tracking

Our website uses cookies and similar technologies to:

- Maintain secure login sessions
- Remember user preferences and settings
- Analyze website usage for improvement
- Provide personalized educational content

7.2 Third-Party Tools

We may use third-party tools for:

- Web analytics (Google Analytics with IP anonymization)
- Online proctoring services
- Video conferencing platforms
- Survey and feedback collection

You can manage cookie preferences through your browser settings.

8. Special Circumstances

8.1 International Students

Information for international students may be shared with:

- Immigration, Refugees and Citizenship Canada (IRCC)
- Designated Learning Institution reporting requirements
- Credential recognition services

8.2 Minors

For students under 19 years of age in BC, parental consent may be required for certain information collection and disclosure activities.

8.3 Indigenous Students

We recognize and respect Indigenous privacy perspectives and will work with Indigenous students and communities to ensure culturally appropriate handling of personal information.

9. Breach Notification

In the event of a privacy breach that poses a real risk of significant harm, we will:

- Notify affected individuals without unreasonable delay
- Report the breach to the Privacy Commissioner of BC when required
- Take immediate steps to contain and remedy the breach

10. Changes to This Policy

We may update this Privacy Policy to reflect changes in:

- Applicable privacy legislation
- Our information practices
- Technology and security measures

Significant changes will be communicated through:

- Email notifications to active students
- Website announcements
- Student portal notifications

11. Contact Information

For questions about this Privacy Policy or to exercise your privacy rights:

Privacy Officer

Metropolitan Community College
322 Water St #100
Vancouver, BC V6B 1B6
Phone: 604-300-3123
Email: admin@metropolitancollege.ca

Privacy Commissioner Complaints:

Office of the Information and Privacy Commissioner for BC
PO Box 9038, Stn Prov Govt
Victoria, BC V8W 9A4
Phone: 250-387-5629
Website: www.oipc.bc.ca

This policy complies with the Personal Information Protection Act (PIPA) of British Columbia, the Freedom of Information and Protection of Privacy Act (FIPPA), federal privacy legislation, and other applicable regulations governing educational institutions in Canada.