

PRIVACY AND RELEASE OF INFORMATION POLICY

PTIRU Institution #4423 | DLI #O266418531812

Policy Title: PRIVACY AND RELEASE OF INFORMATION POLICY

Institution: Story Institute

Effective Date: September 25, 2026

Revision Date: September 25, 2026

Responsibility: Senior Educational Administrator and designated administrators

Applies To: All Story Institute students, instructors, staff, contractors, volunteers, guests and other persons participating in Story Institute activities.

1. PURPOSE

Story Institute collects, uses, retains and discloses personal information for legitimate educational, administrative, regulatory, safety, financial and operational purposes and will handle personal information in accordance with applicable privacy law.

2. TYPES OF INFORMATION

Depending on the circumstances, Story Institute may maintain student identification and contact information, enrolment and contract information, tuition and payment information, attendance records, grades and academic records, work experience records, incident records, communications, and information reasonably necessary to administer the student's program.

3. PURPOSES OF COLLECTION, USE AND DISCLOSURE

- Administering and delivering approved programs and student services.
- Maintaining academic, attendance, financial, enrolment and credential records.
- Administering tuition refunds and financial obligations.
- Investigating student complaints, disputes, misconduct, safety incidents, and policy concerns.
- Meeting PTIRU, StudentAid BC, DLI, immigration, tax, insurance, legal, or other applicable regulatory requirements.
- Protecting the safety and security of students, staff, visitors, and the institution.
- Program evaluation, reporting, quality assurance, and institutional administration, where permitted by law.

4. NOTICE AND CONSENT

Story Institute will provide required notices and obtain consent where required. Where personal information is collected, used, or disclosed without consent, the institution will rely on a lawful authority applicable to the circumstance.

5. ACCESS AND CORRECTION

Students may request access to their personal information and may request correction of inaccurate information in accordance with applicable privacy requirements and institutional procedures.

6. CONFIDENTIALITY AND NEED-TO-KNOW ACCESS

Access to personal information will be limited to persons who require the information for legitimate institutional, educational, safety, regulatory, or legal purposes. Employees and contractors must not access, copy, disclose, or

use personal information for unauthorized purposes.

7. INVESTIGATIONS AND COMPLAINTS

Where an investigation is required, Story Institute may collect and review relevant personal information, communications, records, witness information, recordings, photographs, or other evidence to the extent reasonably necessary to investigate and resolve the matter.

8. RETENTION AND RECORDS

Story Institute will retain student and complaint records for the periods required by applicable law and regulatory requirements. Student records will be stored securely and access will be restricted to authorized persons.

9. BREACHES AND INCIDENTS

A suspected privacy or security incident should be reported promptly to Story Institute Administration. The institution will assess the incident and take reasonable steps to contain, investigate, document and respond to the matter.

10. RELATIONSHIP TO OTHER POLICIES

This policy operates with the Student Dispute Resolution Policy, Student Dismissal and Code of Conduct Policy, No Unauthorized Recording Policy, Health and Safety Policy, Sexual Misconduct Policy, and other applicable institutional policies.