



Legal & Compliance

5 KEY POINTS

Legal requirements & compliance can feel daunting, but is necessary to protect your business & customers. Below will help you understand licensing, safeguard data, & maintain a compliant workplace—on & offline.

1. Understanding Local Business Licensing

Every municipality in Metro Vancouver has its own licensing rules & fee structures, so start by checking [North Vancouver's Business Licence Bylaw](#). Make sure you've secured the correct class of licence (retail, home-based, mobile, etc.) before opening your doors or launching a service. Renew on time as late penalties can add up quickly, & keep your licence displayed prominently if required.



Data Privacy Basics for Small Businesses 2.

Even small operations collect customer data—names, emails, payment details—and must protect it under Canada's *Personal Information Protection and Electronic Documents Act* ([PIPEDA](#)). Only gather data you truly need, use secure cloud services or encrypted drives, & establish a clear privacy policy on your website. When a breach or complaint occurs, respond promptly & document your actions to demonstrate due diligence. PIPEDA's guidance [found here](#).

3. Employment Law Basics for New Employers

Hiring your first employee? Familiarize yourself with [BC's Employment Standards Act](#), covering minimum wage, statutory holidays, overtime, & termination notice. Draft simple but clear employment agreements that outline hours, duties, & expectations. Stay up to date on [WorksafeBC requirements](#) for workplace safety & register for the [provincial health plan \(MSP\)](#) & [Employment Insurance \(EI\) remittances](#).

Contact us for more information on our [Group Health Insurance plan](#) for members of our chamber!

4. Compliance for Physical & Digital Spaces

Whether you operate from a storefront or purely online, you should meet both physical & [digital](#) accessibility standards. In-store, ensure aisles, washrooms, & signage meet the BC Building Code & Accessible BC requirements. Online, follow Web Content Accessibility Guidelines (WCAG) for website layouts, alt text, and keyboard navigation, particular information for Canada can be [found here](#).



Monitor & Update Your Compliance Practices 5.

Regulations evolve—new privacy rules, zoning changes, or employment amendments can catch you off guard. Schedule a quarterly “Compliance Check Day” to review licences, contracts, privacy policies, & safety procedures. Use a simple spreadsheet or checklist to track renewal dates & action items, & designate a team member as your compliance point person.



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