

Section: <b>A</b>	Policy Number: <b>A-004</b>	Approval Date: <b>April 21, 2004</b>
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## PRIVACY POLICY

Community Living-Central Huron is committed to protecting the privacy of people supported, staff, volunteers, membership and donors by ensuring that personal information is handled according to the following Privacy Policy for the collection, use and disclosure of personal information. Under the *Personal Information Protection and Electronic Documents Act (PIPEDA)*, organizations are required to adhere to the ten principles of the Act. Community Living-Central Huron reserves the right to collect, use and disclose personal information as authorized by PIPEDA. Non-compliance with the Agency Privacy Policy is subject to discipline; up to and including dismissal from the Agency's employ and/or its services.

The Agency's Confidentiality Policy recognizes the right of its employees and people receiving supports, the right to confidentiality both in written material and verbal conversation. A signed Release of Information must be secured from people receiving supports or employee when information is being given or obtained. All employees, Board and Committee Members sign an Oath of Confidentiality upon employment or volunteer commitment and annually thereafter.

The ten Principles established under the PIPEDA and how Community Living-Central Huron will apply them are as follows:

1. Accountability:  
The person designated as the Agency's Compliance Officer for the purposes of this policy and applicable legislation (*Personal Information Protection and Electronic Documents Act*) will be the Executive Director.

2. Identifying Purposes:  
Personal information provided to Community Living-Central Huron will only be used for the following purposes:

Individuals receiving Supports:

- a) determine eligibility, provide support and assistance;
- b) to comply with Ministry of Community & Social Services, Agency Service Contract, and related government Legislation;
- c) information regarding supports and services;
- d) invitations to events; and
- e) to receive a copy of Agency newsletter, membership and other information.

Employees:

- a) to administer and provide employee benefit plans;
- b) to determine qualifications, administer and process all aspects of payroll;
- c) to participate in Agency events and employee functions;
- d) to comply with Ministry of Community & Social Services, Agency Service Contract, and related government Legislation;
- e) allowing contact information for general business purposes;
- f) to provide required documentation to OPSEU and OPSEU, Local 146;
- g) to provide information required for various training events; and
- h) to recruit employees.

Volunteers:

- a) to recruit volunteers;
- b) to comply with Ministry of Community & Social Services, Agency Service Contract, Agency By-Laws, Agency Policies and Procedures and related government Legislation;
- c) invitations to Agency events and fund raisers;
- d) allowing contact information for general business purposes;
- e) to receive a copy of Agency Newsletter and other information; and
- f) to provide information required for various training events.

Membership:

- a) to receive a copy of the Agency Newsletter and other information;
- b) to comply with Ministry of Community & Social Services, Agency Service Contract, Agency By-Laws, Agency Policies and Procedures and related government Legislation; and
- c) invitations to Agency events and fund raisers.

Donors:

- a) to comply with Ministry of Community & Social Services, Agency Service Contract, Agency By-Laws, Agency Policies and Procedures and related government Legislation;
- b) invitations to Agency events; and
- c) to receive a copy of appeal letters and other fundraising events.

3. Consent:

Community Living-Central Huron will seek permission, either verbal or written, of all people being supported, employees, volunteers, membership and donors to consent to the collection, use and disclosure of personal information as described in number 2 above.

4. Limiting Collection:

Community Living-Central Huron will only collect personal information related to the specified purposes as described in number 2 above, and information will be collected by lawful means.

5. Limiting Use, Disclosure and Retention:

Community Living-Central Huron will not use or disclosure information for purposes other than those for which it has been collected, unless the individual has consented or as required by statute or other legal requirements. Personal information will be retained only as long as necessary for the fulfillment of those purposes.

6. Accuracy:

Community Living-Central Huron will undertake its best efforts to ensure information it keeps is accurate, complete and up-to-date for the purposes for which it is collected.

7. Safeguards:

Community Living-Central Huron will keep all personal information in locked cabinets/offices and on the computer systems which are password protected. Access is restricted to the Compliance Officer and authorized personnel.

8. Openness:  
Community Living-Central Huron will post a copy of its Privacy Policy and make copies available to all people supported, employees, volunteers, members and donors as requested. Orientation to the Agency's Privacy Policy will occur, as appropriate, with people supported, employees, volunteers, members and donors.
9. Individual Access:  
Upon the receipt of reasonable notice, people supported, employees, volunteers, members and donors may view the paper and electronic files maintained by Community Living-Central Huron with their own personal information. The individual may review the information for accuracy and completeness and request that information be amended as necessary. The individual has the right to a copy of all documents contained in the files.
10. Challenging Compliance:  
Challenges to Community Living-Central Huron's Privacy Policy must be made in writing to the Compliance Officer; the Compliance Officer will respond to any such questions or suggestions in writing.

**EXCEPTIONS TO THE CONSENT AND ACCESS PRINCIPLES:**

Community Living-Central Huron may collect and or use personal information without the individual's knowledge or consent only if:

- a) it is clearly in the individual's best interest and consent is not available in a timely manner;
- b) information is required to investigate a breach of an agreement or contravention of a federal or provincial law and knowledge and consent would compromise availability and accuracy;
- c) it is publicly available as specified in regulations;
- d) the organization has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law and the information is used for that investigation; and
- e) for an emergency that threatens an individual's life, health and safety.

Community Living-Central Huron may disclose personal information without the individual's knowledge or consent only to:

- a) legal counsel representing the Agency;
- b) collect a debt the individual owes to the Agency;
- c) comply with a subpoena, a warrant or an Order made by a Court or other body with appropriate jurisdiction; and
- d) a government institution that has requested the information, identified its lawful authority and indicates the disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or foreign law, or suspects that the information relates to national security or conduct of international affairs; or is for the purpose of administering any federal or provincial law.