

Policy # & Name	1.0.11 PRIVACY				
Policy Type	1.0 Agency				
Created:	AUG 2019	Revised:		Reviewed:	NOV 2021
Board Policy	1.4.3 Confidentiality and Access to Information				

POLICY

The Agency recognizes the sensitivity of personal information and is committed to protecting the privacy and personal information of its clients, staff, interns, students, volunteers, donors, and other stakeholders as required by provincial and federal privacy legislation. The CEO appoints the Director of Programs as the Privacy Officer for the agency.

This Privacy policy applies to the Agency's staff, interns, students, volunteers, stakeholders, and contracted employees.

Definitions

"Personal Information" is defined as any information that can be used to distinguish, identify, or contact a specific individual. This information includes, without limitation, information relating to identity, nationality, age, gender, address, telephone number, e-mail address, date of birth, marital status, education, employment, health, social status, religion, political affiliation, financial records or activities, credit records, criminal record, as well as to beliefs and opinions.

PROCEDURE

Collection of Personal Information

The Agency collects personal information in a variety of ways and for a variety of purposes, including for employment purposes, when services are provided to individuals, and when fundraising activities are conducted. Personal Information is only collected as required for specific purposes, and the use of that personal information is limited to the purposes for which the information was provided.

Employees, Interns, Students, Volunteers

For policy and procedures on the collection, use, and storage of the personal information of staff, interns, students, and volunteers, refer to their respective sections in this manual.

Clients

Client information typically collected includes:

- Name, date of birth, address, e-mail address, telephone number and other contact information
- Demographic information, i.e., income, employment information, personal, medical, and social history
- Information on presenting problems, medical information

Information will only be collected indirectly, that is, from other family members or professionals, if necessary, to the provision of services, with an individual's consent or if permitted/required by law.

Donors/ Event Registrants/Event Participants

The Agency collects personal information in order to process donations, track donation history, conduct fundraising activities, process event registrations, and track event attendance. Personal information is only

collected as required for a specific purpose. All communications with donors and events participants/registrants shall comply with Canadian Anti-Spam Legislation.

The personal information typically collected includes:

- Name, date of birth, address, e-mail address, telephone number, and other contact information
- Donation/fundraising details and/or history of giving
- Event registration details and/or history of event attendance

General Public

The Agency operates websites that provide information about the Agency and about programs and services provided. Through these websites, individuals can request more information about the Agency, provide feedback, and make other comments and inquiries. Unless an individual chooses to provide personal information to us (e-mail messages, online event registration, photos, or online donations) no identifying information is collected. Our internet servers may passively and automatically collect certain information about website traffic, which may be linked to a visitor's Internet Protocol (IP) address (a unique Internet "address" assigned to all Internet users by their Internet Service Providers). Servers may record statistical information—such as visitors' IP addresses, types of operating systems, time and duration of visit, pages requested—and identify categories of visitors by items such as domains and browser types. These statistics are gathered and used collectively; no individuals are identified.

Consent

There are various ways for individuals to give their consent to the Agency to collect, use, and disclose personal information. Types of consent include:

- "*Express consent*" means the individual signs a consent form, or other forms containing personal information, authorizing CFSPD to collect, use, and disclose the individual's personal information for the purposes set out in the application and/or forms.
- "*Implied consent*" means the organization may assume that the individual consents to the information being used, retained, and disclosed for the original purposes, unless notified by the individual.

An individual's express written consent will be obtained before or at the time of collecting personal information. An individual's implied consent is assumed for the collection of personal information if an individual verbally requests service before express consent can be obtained (i.e., a telephone intake). The purposes for the collection, use, or disclosure of and who will have access to the personal information, will be provided to the individual at the time of seeking consent. Once consent is obtained from the individual to use information for those purposes, the Agency has the individual's implied consent to collect or receive any supplementary information that is necessary to fulfill the same purposes. Express consent will also be obtained if, or when, a new use is identified.

Consent may be given by an individual's authorized representative (such as a legal guardian or a person having a power of attorney). Generally, by providing personal information it is assumed that individuals consent to collection, use, and disclosure of that information for the purposes identified in this privacy statement or otherwise at the time of collection.

Withdrawal of Consent

Individuals may withdraw consent to collection, use, and disclosure of personal information at any time, subject to contractual and legal restrictions and reasonable notice. If consent is withdrawn to certain uses of personal information, the Agency may no longer be able to provide certain services. Anything prior to the

withdrawal date remains property of the agency, refer to *policy 2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*.

Use of Personal Information

The Agency generally uses personal information for the following purposes:

- Providing services or information to clients, prospective clients, and community members
- Providing information to third parties for which clients have consented
- Contacting clients to evaluate services provided
- Contacting individuals with respect to events and/or fundraising activities
- Providing receipts for services or donations
- Providing information about CFSPD's activities
- Providing the public and funders with information about the Board of Directors

Personal Information may also be used for quality assurance, evaluation, accreditation, auditing, and licensing processes. Individuals accessing personal information for these purposes are required to sign confidentiality agreements. This Privacy policy does not cover statistical data from which the identity of individuals cannot be determined. The Agency retains the right to use and disclose statistical data as it determines appropriate.

Disclosure of Personal Information

Personal information will be disclosed to only those staff members, interns, students, volunteers, agents, and board members who need to know the information for the purposes of their work.

The Agency is permitted to use and disclose personal information to third parties *without* the individual's knowledge and/or consent, where:

- The Agency's staff, interns, students, and volunteers believe a client, or someone else, is in imminent danger of physical harm and information we have might prevent it (suicide or homicide)
- The Agency's staff, interns, students, and volunteers suspect a child under 18 may be in need of protection (abuse, neglect, abandonment, and/or witnessing violence)
- The Agency's staff, interns, students, and volunteers are subpoenaed by a court of law
- The Agency's staff, interns, students, and volunteers are presented with a search warrant
- A client is experiencing a medical emergency (only relevant information will be provided to ensure client safety)
- A client discloses inappropriate behaviour by an allied health professional or other professional that affects clients
- The Agency's staff, interns, students, and volunteers have reasonable grounds to believe a resident of a long-term care home or retirement home has experienced abuse or is at risk of harm

For further information please see *policy 2.1.9 CONFIDENTIALITY & RELEASE / RECEIPT OF CLIENT INFORMATION*.

Retention of Personal Information

Personal information will be retained for such periods of time as may be prescribed by applicable laws and regulations. For further information please see *policy 2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*.

Accuracy

The Agency endeavours to ensure that any personal information provided by the individual in active file(s) is accurate, current and complete as is necessary to fulfill the purposes for which the information has been collected, used, retained, and disclosed. Individuals are requested to notify the Agency of any change in personal or business information.

Information contained in inactive files (files with no activity for one year or more) is not updated.

Safeguards

The Agency will use physical, organizational, and technological measures to safeguard personal information. Only Agency board members, staff, interns, students, volunteers, agents, or third parties who *need* to know personal information, for the purposes set out in this Privacy policy, will have access.

All staff, interns, students, volunteers, agents, or third parties are required to sign a *Confidentiality Agreement* binding them to maintaining the confidentiality of all personal information to which they have access.

All personal information no longer required is shredded prior to disposal (or deleted in the case of electronic records) to prevent inadvertent disclosure to unauthorized persons.

In the event the Agency discovers that personal information in its custody or under its control has been stolen, lost, or accessed by an unauthorized person, it will notify the affected individual.

For further information on client files, please see policies: *1.0.10 CONFIDENTIALITY*, *2.1.9 CONFIDENTIALITY & RELEASE / RECEIPT OF CLIENT INFORMATION*, *2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*.

Access, Correcting or Updating Personal information

An Individual who wishes to review or verify what personal information is held by the Agency, or to who the information has been disclosed (as permitted by law), may make the request in writing for access to:

Client Experience
Catholic Family Services Peel-Dufferin
60 West Drive, Suite 201
Brampton, ON L6T 3T6
email: clientexperience@cfspd.com

Upon verification of the individual's identity, the Director of Programs will respond within 30 days in writing. CFSPD will provide access to personal information at no cost.

If the individual finds that the information held by the Agency is inaccurate or incomplete, the Agency will make the required changes to the individual's active file(s) promptly, upon the individual providing documentary evidence to verify the correct information.

For further information see *policy 2.1.10 CLIENT ACCESS TO RECORDS*.

Complaints and Concerns

If an individual has a concern about the Agency's personal information handling practices, a complaint, in writing, may be directed to the Director of Programs, or designate.

Upon verification of the individual's identity, the Director of Programs will act promptly to investigate the complaint and provide a written report of the investigation's findings to the individual.

Where the Director of Programs makes a determination that the individual's complaint is well founded, the Director of Programs will take the necessary steps to correct the offending information handling practice and/or revise the Agency's privacy policies and procedures.

Where the Director of Programs determines that the individual's complaint is *not* well founded, the individual will be notified in writing.

In the event the complainant is not satisfied with the response, they may choose to follow the Agency's *policy 1.0.18 COMPLAINTS AND APPEALS FROM CLIENTS OR MEMBERS OF THE PUBLIC*.

Updating of Policy

The Agency regularly reviews privacy practices for various activities and updates the policy and procedure as necessary.

REFERENCE:

- *Policy 1.0.10 CONFIDENTIALITY*
- *Policy 1.0.18 COMPLAINTS AND APPEALS FROM CLIENTS OR MEMBERS OF THE PUBLIC*
- *Policy 2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*
- *Policy 2.1.9 CONFIDENTIALITY & RELEASE / RECEIPT OF CLIENT INFORMATION*
- *Policy 2.1.10 CLIENT ACCESS TO RECORDS*
- *Confidentiality Agreement*
- Canadian Anti-Spam Legislation