

## PRIVACY POLICY

The Agency believes in maintaining high standards of ethical conduct in the operation of the agency's programs and the representation of them to the community, including a commitment to privacy and confidentiality within the limitations defined by law. The Agency adheres to all applicable Federal and Provincial Privacy legislation and is committed to protecting the professional and personal privacy and confidentiality of its employees, volunteers, clients and contractual relationships.

## GUIDELINES

The nature of the matters normally brought to the attention of the agency may involve the most personal and intimate aspects of the lives of the agency's employees, clients and volunteers. Individuals share the information with the expectation that it will be kept confidential and will not be subject to abuse.

All Employees within the agency will treat as confidential, all information acquired in the course of their work or volunteer activities as the case may be, concerning members, clients, participants, volunteers, staff, donors, and other constituents. When such information is revealed for professional purpose, it is done with discretion and respect for the persons concerned. Examples of confidential material include, but are not limited to, the following:

1. All client records and information (to be stored in a locked cabinet for 75 years)
2. All Employee and volunteer records and information
3. All home addresses and phone numbers of clients, Employees and volunteers
4. All Board business including:
  - a) Financial/fund raising information
  - b) Personnel business
  - c) Proposals pending

## PROCEDURES

1. All Employees within the agency are required to complete a privacy/confidentiality agreement and abide by the following on projects and related working documents that may be designated confidential:
  - a) Individuals with access to such information or documents must adhere to the strictest rules of confidentiality.

- b) Third party accessing of confidential information can only occur when the individual to whom it pertains provides the agency with written permission to allow third parties to access the personal information
  - c) Individuals requesting personal contact information for any Employee, volunteer or client will be told the agency's policy and their name and number will be recorded and provided to the Employee, volunteer or client to return the call if they so desire.
2. All requests for personal information from financial institutions relating to employment matters are to be directed to the Executive Director or to the Bookkeeper.
    - a) Employees may sign a release form to permit information to be released from the Bookkeeper to financial institutions for confirmation of employment status and salary.
  3. Requests for information regarding termination will be directed to the Executive Director.
  4. The agency is governed by any and all applicable federal/provincial or parent legislation and disclosures are only made when necessary to comply with legal requirements.
  5. A breach of privacy or confidentiality will result in discipline up to and including termination.
  6. The Executive Director is named as the Agency's Chief Privacy Officer.