

COMMUNITY RESOURCE & EMPLOYMENT SERVICE (BRANTFORD)

Privacy and Collection of Personal Information

Purpose:

The purpose of this policy document is to articulate our practices, which are intended to protect the privacy of individuals who deal with Community Resource and Employment Service (Brantford)

Commitment to Privacy:

Community Resource Service is committed to protecting the privacy of the personal information of its clients, participants, donors, members, volunteers, employees and other stakeholders.

Definition of Personal Information:

Personal information is any information that can be used to distinguish, identify or contact a specific individual outside of that which is available which is available in the Public Domain, such as names, addresses, and phone numbers published in telephone directories.

Personal information is to be collected, used, disclosed and safeguarded as indicated in the following privacy principles:

ACCOUNTABILITY

CRS is responsible for all personal information in its possession including information transferred to a third party for processing.

The chief privacy officer is the person responsible for compliance with these principles and will oversee Community Resource Service's compliance with this policy, related procedures and the privacy legislation. The CPO will be made known to CRS stakeholders and the public.

IDENTIFYING PURPOSE:

Prior to collecting personal information, CRS will identify its purpose. We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate, so that we may provide services that are requested, understanding needs, and to provide information about CRS its programs and related services.

CONSENT

Except for use by CRS staff personal information will not be disclosed to any third party, any web site, corporation, or government office without verification of your prior consent.

There are certain exceptions within legislation as to when we may collect, use, or disclose personal information without personal knowledge or consent, these include when the use or disclosure is mandated by law; or in an emergency involving a persons health, life, or security.

COLLECTION OF INFORMATION:

The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization and its programs. Information is collected by fair and lawful means.

LIMITING USE DISCLOSURE AND PROTECTION:

Personal information will not be used or disclosed for purposes other than those for which it was collected, except with consent from the individual or as required by law.

Personal information will only be retained for as long as is necessary for the fulfillment of those purposes or as required by law. Personal information that is no longer required to fulfill the identified purposes will be destroyed. For example paper records will be shredded with appropriate documentation of completion.

ACCURACY

Personal information will be as accurate, complete, and up-to date as is necessary for the purpose for which it is used.

SAFEGUARDS

The security of personal information is a high priority with CRS. CRS maintains administrative, technical and physical security to protect against unauthorized disclosure, use, change or destruction of the personal information in its possession. Staff and volunteers will be trained to maintain confidentiality of all personal information that they come into contact with both during and after association with CRS

OPENESS AND ACCESS

CRS will make available to all stakeholders specific information about its policies and procedures relating to the management of personal information.

An individual shall be informed of the existence, use and disclosure of personal information and shall be given access to that information upon reasonable request to the chief privacy officer. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

CHALLENGING COMPLIANCE

An individual will be able to address a challenge concerning compliance with the above principals with the chief privacy officer. Procedures are in place to receive, respond and monitor complaints or inquires about CRS policy and procedures relating to the handling of personal information. The complaint procedure will be accessible and simple to use.

Disciplinary Action:

Disciplinary action for violation of this and the Confidentiality policy may include but is not limited to termination or suspension of employment, and or privileges of the offender. In cases involving less serious violations, disciplinary action may consist of a warning, or reprimand, and or suspension of any privileges. Remedial action may also include counseling, changes in work assignments or other measures designed to prevent future misconduct.

This policy equally applies to every individual in the organization both during on duty hours and off duty hours.

Chief Privacy Officer:

The Executive Director is the Chief Privacy Officer (CPO) for the organization.