

ASSOCIATION OF NEIGHBOURHOOD HOUSES OF GREATER VANCOUVER

PERSONAL INFORMATION PROTECTION POLICY

PREAMBLE

The Personal Information Protection Act governs the collection, use, disclosure and retention of personal information about individuals by private sector organizations in British Columbia. While the Act exists to protect the privacy rights of individuals, it must balance those rights with the need of organizations to access, use and disclose personal information in order to conduct business and/or provide services.

POLICY

The Association of Neighbourhood Houses of Greater Vancouver (ANH) is committed to using reasonable efforts to ensure the protection and accuracy of the personal information that is in the control of ANH. The Association is also committed to collecting only that information about identifiable individuals that it reasonably requires for its purposes.

SCOPE

ANH is responsible for any and all personal information that it collects, uses, discloses and/or retains, provided that the information remains under its control, about its employees, members, volunteers, program participants, independent contractors and donors. For the purposes of this policy, *personal information means information about an identifiable individual and* includes (but is not limited to) the individual's name, address, phone number, gender, age Social Insurance or other identifying numbers, marital status, ethnic origin, income and income source, and file some information retained in an individual's employee or volunteer file. *Personal Information* does **not** include any ANH employee's name, title, business address and business contact numbers.

PROCEDURES

1.0 ESTABLISH PRIVACY OFFICER(S)

ANH will identify one or more Privacy Officers who will oversee compliance with this policy and its implementation for his/her area of responsibility.

- 1.1 The ANH Executive Director is responsible for information collected, used, disclosed and or retained by the Central Office.
- 1.2 The Executive Director of each member House/Unit is responsible for the information collected, used, disclosed and or retained by that House/Unit.

2.0 IDENTIFY and LIMIT PURPOSES and SOURCES

Except where required or permitted by law, ANH will identify the purposes for the collection, use and disclosure of personal information prior to or at the time of its collection. ANH will limit the collection of personal information to only that information which is necessary from appropriate sources for the intended purpose.

- 2.1 No personal information will be used for a purpose other than previously intended and identified, without the consent of the individual, unless ANH is compelled or permitted to do so by Law (see 3.4).
- 2.2 The following are typical purposes for which ANH would be required to collect personal information. This list is not exhaustive:
 - 2.2.1 to establish and maintain relationships with ANH's employees, members, volunteers, program participants, independent contractors and donors;
 - 2.2.2 to assess needs;
 - 2.2.3 to determine eligibility for services and programs;
 - 2.2.4 to provide programs and services, and enable integrated case management where appropriate
 - 2.2.5 to ensure the safety of employees, members, volunteers, program participants, independent contractors and donors;
 - 2.2.6 to identify, process and/or collect fees;
 - 2.2.7 to acknowledge gifts and donations and to issue tax receipts;
 - 2.2.8 to comply with legal and/or contractual requirements.
- 2.3 ANH may collect personal information from sources other than the individual, in certain circumstances required or permitted by law, or with his/her prior consent. These sources include personal or employment references or other third parties with the right to disclose personal information.

3.0 OBTAIN CONSENT

Except where required or permitted by Law, ANH will obtain an individual's consent prior to or at the time of collection for the collection, use and disclosure of personal information (including photos and testimonials) about that individual.

- 3.1 ANH will create appropriate consent forms (or inserts for existing program forms) to be used and stored along with the personal information.

- 3.2 An individual has the right to withdraw his/her consent for the collection, use and disclosure of his/her personal information; withdrawal of consent may result in service, legal or contractual limitations.
- 3.3 In the case of minors, incompetents or certain other individuals contemplated in the legislation, ANH will obtain consent for the collection, use and disclosure of personal information from parents, or appropriate alternate decision makers.
- 3.4 ANH may collect, use and disclose personal information about an identifiable individual **without** his/her consent under the following exceptions:
 - 3.4.1 as required by the ANH legal advisors;
 - 3.4.2 in an emergency situation where an individual's life or safety is at risk (use only);
 - 3.4.3 when the information is necessary for the medical treatment of the individual, and the individual is unable to give consent to the collection, or lacks legal capacity to give consent to the use or disclosure;
 - 3.4.4 as required to collect a debt;
 - 3.4.5 as required by Law, for example to comply with a subpoena, warrant or court order;
 - 3.4.6 in certain circumstances where it is deemed in the best interest of the individual and consent cannot be obtained in a timely way;
 - 3.4.7 in other circumstances required or permitted by law.

4.0 RETENTION OF PERSONAL INFORMATION

ANH will retain the personal information it uses to make a decision that directly affects the individual in question for at least one year. It will also retain some personal information as required by funding partners or as required by Law.

- 4.1 ANH will establish criteria for the retention and appropriate destruction (erasure or anonymization) of certain classes of personal information.
- 4.2 ANH will dispose of or anonymize personal information after the fulfillment of the purposes for which it was collected and retention is no longer necessary for legal and business purposes

5.0 INDIVIDUAL ACCESS

- 5.1 ANH will establish a process for an individual to request access to his/her personal information. Requests will be handled within the time limits set out in the legislation.
- 5.2 Requests for access to personal information will be handled by the Privacy Officer at the member House/Unit or at the Central Services office. In the event that personal information is held at more than one site, the request for access will be coordinated by the ANH Executive Director (Privacy Officer at the Central Services office).
- 5.3 Whenever possible, access to personal information will be provided without charge to the individual. ANH may charge a minimal fee to the requester for access to their personal information; no fees may be charged to an employee for access to their employee personal information.
- 5.4 ANH must withhold access to an individual's personal information if access:
 - 5.4.1 can reasonably be expected to cause harm to the safety or health of the requesting individual;
 - 5.4.2 can reasonably be expected to threaten the safety or health of a third party;
 - 5.4.3 would reveal personal information about a third party;
 - 5.4.4 would reveal the identity of a third party who has provided personal information about another individual, and the third party has not consented to the disclosure of his or her identity.
- 5.5 ANH is not required to provide access to personal information in certain other circumstances.
- 5.6 In the event that access cannot be provided to the individual, ANH will provide a written explanation for the denial.
- 5.7 ANH respects the right of individuals about whom it has collected, used, disclosed or retained personal information, to request a review of their personal information under ANH's control.

6.0 ACCURACY

ANH is committed to using reasonable efforts to ensure that the personal information collected by it or on its behalf is accurate and complete, if the personal information is likely to be used by it to make a decision that affects the individual to whom the information relates, or is likely to be disclosed by it to another organization. Individuals will have the opportunity to request correction of their personal information.

- 6.1 ANH expects its employees, members, volunteers, program participants, independent contractors and donors to notify ANH of changes to their personal information as required to maintain ongoing relationships.
- 6.2 ANH will establish a process for individuals to request correction of their personal information.
- 6.3 Where there is a disagreement between ANH and the individual requesting correction about the accuracy of personal information, ANH will add a document outlining the disputed information for addition into the file.

7.0 PROTECTION OF PERSONAL INFORMATION

ANH will establish practices to ensure that any personal information under its control is stored in a manner appropriate to its sensitivity.

- 7.1 ANH staff and volunteers who may come into contact with personal information about identifiable individuals will be required to sign the *ANH Statement of Confidentiality* as a condition of their employment or of their volunteer placement.
- 7.2 Privacy Officers will conduct a *privacy audit* for their area of responsibility.
- 7.3 Privacy Officers will establish safeguards and procedures for the collection, use and storage of personal information specific for their area of responsibility. Safeguards may include (but are not limited to) locked offices, desks, file cabinets, placement of fax machines, limits to access, password-protected electronic file management, etc.
- 7.4 Privacy Officers will conduct privacy orientation and training for staff and volunteers who come in contact with personal information.

8.0 CONCERNS/COMPLAINTS

ANH is committed to handling the personal information under its control in a manner which is respectful of the individual and is in compliance with the Personal Information Protection Act (S.B.C. 2003, 63).

- 8.2 Anyone having concerns about ANH's compliance with the Personal Information protection Act or this Policy is invited to write to the, Privacy Officer at the ANH Central Services Office, whose contact information is attached.
- 8.4 All written concerns or complaints will be investigated within a reasonable time. The format of this investigation will vary depending on the circumstances. The complainant will be informed either verbally or in writing of the outcome of the complaint within a reasonable time.