

Ingersoll Support Services Inc.

Policy: Privacy, Protection of Personal Information and Confidentiality

Policy # F 3
Section: Foundations

Approved by the Board of Directors: *March 19 2009*
Procedure Revision: *May 2012*
Review Date: March 22 2019

Ministry requirement - yes

Ingersoll Support Services Inc. seeks to assure the confidentiality and privacy of all people, including: people accessing support, directors, committee members, employees and volunteers. People are entitled to know how ISSI uses personal information and we will limit the use of any personal information collected to what is needed for stated purposes. A release of information must be completed and signed by the person and/or legal representatives before verbal or written information can be shared with another agency or individual.

Procedure:

1. Confidentiality forms must be signed before assuming duties as directors, committee members, employees or volunteers.
2. ISSI will assume full accountability for the personal information within its possession and control (**including all verbal, written, photo, video or such formats**).
3. Verbal and/or confidential information will only be released to an external body after the informed consent of a person or their legal guardian has been obtained.
4. Under no circumstances will ISSI sell, distribute, or otherwise disclose personal information in any format to third parties.
5. ISSI will retain personal information in a safe and secure manner for the duration it is needed for conducting business. Once personal information is no longer required, it will be destroyed in a safe and secure manner. Our practices are in keeping with the Personal Information Privacy and Electronic Document Act (PIPEDA), ISSI policies on Service Records (QAM 28), and Personnel Record (HR4).
6. ISSI vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions.

7. ISSI will grant members access to their personal information upon presentation of a written request and satisfactory identification.
8. If there is a breach of confidentiality, disciplinary action will result as per ISSI policy and procedures.
9. ISSI may use personal information without the individual's consent under particular circumstances. These include but are not limited to:
 - When under obligation by law to disclose personal information and after consulting with the Executive Director and/or their designate who may consult agency legal representation
 - An emergency exists that threatens an individual's life, health, or personal security