

## Ingersoll Support Services Inc.

### Policy: Confidentiality and Privacy

Policy # QAM 21-22

Section:

Approved by the Board of Directors: Sept. 22 2011

Procedure Revision:

Review Date: September 26 2017

Ministry requirement –

**QAM II.10**

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*The Agency respects and safeguards the confidentiality of information and privacy of all persons supported. Agency practices comply with applicable privacy legislation and its privacy and confidentiality obligations.*

*Ingersoll Support Services Inc. seeks to assure the confidentiality and privacy of all people, including; people accessing support, directors, committee members, employees or 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. The Agency practices will comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) privacy legislation and its privacy and confidentiality obligations under the Act.
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. This information regarding disclosure is shared with the person at the initiation of their services, reviewed annually and referenced when initiating a new Release of Information in a language and manner, and with a level of support, that is appropriate to the capacity of the person supported and with any person acting on their behalf.
4. Under no circumstances will ISSI sell, distribute, or otherwise disclose personal information in any format or contact lists to third parties.

5. ISSI will retain personal information only 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. However, certain laws may require that certain personal information be kept for a specified amount of time. Where this is the case, the law will supersede this policy.
6. ISSI vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions.
7. ISSI will grant individuals access to their personal information upon presentation of a written request and satisfactory identification.
8. 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.
9. If there is a breach of confidentiality, disciplinary action will result as per ISSI policy and procedures.
10. Training and orientation regarding its policies and procedures respecting privacy and confidentiality and consent to collection, use or disclosure of personal information is conducted for new staff members as part of orientation to Policy and Procedure.