

Staff and Volunteer Training:

The organization will ensure all new and existing staff and volunteers understand the principles of informed consent and the organization's policy, emphasizing the importance of client autonomy and the ethical handling of client data.

Privacy and Data Protection Policy (Standard 1.12, 3.09, 3.10)

The organization is committed to protecting the privacy and security of the personal information of our clients, staff, volunteers, and donors. We adhere to the principles of privacy and data protection legislated under federal and provincial laws. Our policies are designed to ensure the confidentiality, integrity, and availability of all personal data we collect, use, retain, and disclose.

All staff and volunteers are trained on our privacy policies and procedures, and they are required to comply as a condition of their engagement with our organization.

Principles:

We collect only the information necessary for the purposes identified and communicated to individuals at the time of collection. This includes contact details, demographic information, and other specifics required to deliver our services effectively.

Personal information is used solely for the purposes for which it was collected, except with the consent of the individual or as required by law. Information is never sold, leased, or traded to third parties. Any disclosure of personal data to third parties involved in our operations is strictly governed by confidentiality agreements.

Individuals have the right to access their personal information held by us and can request correction or removal if they identify inaccuracies or wish to withdraw consent. Access requests are responded to within the timeframe set by applicable laws.

We implement robust security measures to protect personal information against unauthorized access, disclosure, alteration, or destruction. These measures include technological solutions, such as encryption and secure servers, as well as organizational protocols like restricted access and regular training for people with access to confidential information.

Personal information is retained only as long as necessary to fulfill the stated purposes or as required by law. After this period, information is securely destroyed or anonymized.

In the event of a data breach, we will act promptly to mitigate any harm and notify affected individuals and relevant authorities as required by law. We will also review and revise our practices and security measures, where necessary, to prevent future occurrences.

We comply with all applicable laws and regulations, including Canada's Anti-Spam Legislation (CASL).

Our privacy and data protection practices are regularly reviewed and updated to adapt to new challenges or changes in the legal environment. We maintain transparent and open communication about our privacy practices and rely on informed consent as the basis for processing personal information.