POLICY NOTICE

Parent Support Services Society of BC abides by the Personal Information Protection Act[2] and keeps collected information confidential and private until receiving explicit consent from the client to disclose to a party external to the organization. Our policy applies to anyone collecting information through the GRG Support Line.

Calling the support line signifies consent to collect information while abiding by the Personal Information and Protection Act. Consent is implied throughout the duration of the client's case work unless it is revoked by the client.

We collect and disclose information for the purposes for which the client has contacted the line and any other circumstances as discussed with the client. When appropriate and when asked, we will explain the reasons for collecting specific information.

It is voluntary for clients to answer questions and disclose information to the GRG Support Line. We may not be able to provide some services if we do not receive consent or specific personal information.

When we need express consent to disclose information to external parties, we will ask clients to submit this in writing. We may disclose information without consent as authorized by law and in emergencies.

Collection will be kept as accurate and updated as possible. Clients have a right to access their records omitting that which reveals information about another client or individual. If we cannot divulge a client's record, we will provide them with a reason. Clients have the right to request modification or update of their records.

We will retain personal information unless we find that it is no longer of use to the client or to the organization. We endeavour to ensure that all collected information is kept confidential and will appropriately destroy information as soon as it is reasonable to assume that there is no purpose being served by retention of the personal information, and retention is no longer necessary.

The accumulated collection of data may be used for training and research purposes. Any data that is distributed externally will be anonymous and will not contain features specific to clients which could identify them individually unless it is distributed with the consent of the aforementioned client.

If clients have a concern about our practices regarding privacy, we can provide them with a contact person who can explain our policies and reasons for collecting information.

[2] http://www.bclaws.ca/Recon/document/ID/freeside/00_03063_01