

GRG SUPPORT LINE PRIVACY POLICY

INTERNAL PRIVACY POLICY

1. Abidance to the Act

1.1. Parent Support Services Society of BC abides by the Personal Information Protection Act¹.

2. Confidentiality and Privacy

2.1. All employees, including permanent, term, and casual, contractors, practicum students and volunteers will keep confidential and private all information related to individuals, families and children who are using the services of the support line.

2.2. Collected information can only be disclosed to parties external to the organization if explicit consent to do so is received by the client.

2.3. No employee, practicum student or volunteer should disclose personal information to an external party without permission from the Program Director unless authorized to do so.

3. Consent

3.1. Calling the support line signifies consent to collect information (while abiding by the Personal Information and Protection Act).

3.2. Consent is implied throughout the duration of the client's case work unless it is revoked by the client.

3.3. Express consent to disclose information to external parties will need to be submitted in writing.

3.4. Information can be disclosed without consent as authorized by law and in emergencies.

4. Purpose

4.1. Collection and disclosure of information will take place 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, clients will be given an explanation for the collection of specific information.

4.2. The accumulated collection of data may be used for training and research purposes but 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.

4.3. Collected information should be kept accurate, complete and up-to-date for the duration that the client's case is open.

5. Access to records

5.1. Clients have a right to access their records omitting that which reveals information about another client or individual.

¹ http://www.bclaws.ca/Recon/document/ID/freeside/00_03063_01

5.2. If a client's record cannot be divulged, a reason will be provided when asked.

5.3. Clients have the right to request modification or update of their records.

6. Data retention

6.1. Personal information will be retained until it is found to be no longer of use to the client or to the organization.

6.2. Information will be appropriately destroyed as soon as it is reasonable to assume that the purpose for which that personal information was collected is no longer being served by retention of the personal information, and retention is no longer necessary for legal or business purposes.

7. Recourse

7.1. If a client has a concern about practices regarding privacy, they will be provided with contact information of the privacy officer who can explain support line policies and the reasons for collecting information.

POLICY NOTICE

Parent Support Services Society of BC abides by the Personal Information Protection Act² 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