

Policy Title:	Privacy of Information
Policy Number:	4) c.1.
Date Approved:	Nov. 27, 2024
Date Amended:	

Rationale:

CMHA recognizes the importance of protecting the privacy and confidentiality of personal and sensitive information in compliance with applicable laws and regulations, in consideration of maintaining and safeguarding respectful relationships with its Personnel, Clients, Members, and Stakeholders and to operate using best practices. With this, CMHA will ensure that its principles and procedures will appropriately govern the collection, use, disclosure, storage and protection of this information.

Procedures:

1. CMHA will only collect personal information as necessary for its identified purposes and will obtain consent from individuals for the collection, use, and/or disclosure of their personal information, except where authorized or required by law.
2. Personal information will only be collected and used for purposes such as managing relationships with Personnel, Clients, and Donors, providing services, processing donations, and communicating with various stakeholders.
3. Personnel will be trained and regularly updated on the appropriate collection and use of personal information, in accordance with this policy and relevant privacy laws and to ensure awareness and understanding of their privacy obligations.
4. Access to personal information will be restricted to authorized Personnel who require the information to perform their duties or who are tasked with managing the information.
5. CMHA will implement appropriate security measures, including limited access to software containing confidential information and locked storage of paper records, to protect personal information against unauthorized access, disclosure, alteration, or destruction.
6. Personal information will be retained and stored as per Policy 4) b.2.
7. Personal information will only be disclosed to third parties with consent, unless permitted or required by law.
8. CMHA will endeavor to ensure that any third party receiving personal information adheres to privacy and confidentiality standards and requirements.

9. CMHA will not sell, rent, trade, or provide personal information to external organizations or individuals for commercial use or marketing purposes.
10. CMHA will comply with the requirements of the British Columbia Personal Information Protection Act and other relevant privacy legislation governing the collection, use, storage and disclosure of personal information.
11. The Manager of Human Resources, as the designated Privacy Officer, is responsible for overseeing compliance with privacy laws, developing and implementing privacy policies, and handling privacy-related inquiries and complaints.
12. Individuals have the right to access and request correction of their personal information held by CMHA, subject to limited exceptions as provided by law. Requests of this nature will be received, reviewed, and, if necessary, implemented by the HR Manager and reported to the ED.
13. CMHA will communicate its privacy practices to Personnel, Donors, Clients, and other stakeholders through privacy notices, consent forms, placement on its website, and other means of communications.
14. Privacy complaints and breaches must be reported to the HR Manager and/or ED. These will be promptly investigated and resolved where possible.
15. Breaching of privacy by CMHA Personnel, by willingly or carelessly sharing personal information may be a cause for discipline, up to and including dismissal.