

# ST. LAWRENCE YOUTH ASSOCIATION: POLICIES AND PROCEDURES

## Chapter Thirteen

<b>Section:</b> HUMAN RESOURCES	<b>Policy:</b> Privacy Policy
<b>Approved Date:</b> September 12, 2023	<b>Policy Number:</b> 13.0

### **Purpose:**

St. Lawrence Youth Association (SLYA) is committed to upholding the privacy of our volunteers, staff, and clients. SLYA embraces the principles of the Canadian Standards Association Model Code for the Protection of Personal Information and the Personal Information Protection and Electronic Documents Act (PIPEDA) to ensure that all personal information is properly collected, used only for the purposes for which it was collected, is kept in a manner that ensures confidentiality and is properly disposed of when it is no longer required.

### **Accountability:**

The information we collect is confidential, and we are responsible for all information in our possession. All of our staff, Board Members, and volunteers are required to enter into an oath of confidentiality concerning information they may obtain while working with the organization. We do not give out information to other agencies without consent unless required by law.

### **Identifying Purpose:**

St. Lawrence Youth Association collects information for very specific purposes, and those purposes will be disclosed to you.

If you are a volunteer, we collect information in order:

- To conduct screening and background checks to ensure your eligibility for involvement in the organization;
- To contact you, provide feedback to you, and seek your feedback on your involvement with our organization. To notify you of activities and events going on within the organization, and to send you our newsletter;
- To conduct evaluative research on your experience with the agency; and,
- To notify you of opportunities within and outside of the organization;

If you are a client, we collect information in order:

- To provide service to you
- To seek feedback from you
- To conduct evaluative research on your experience with the agency.

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If you are an employee:

- Name, date of birth, start date of employment, address, phone number, SIN number, banking information
- Hours worked by the employee
- Vacation time taken by the employee, sick / bereavement days, wage and vacation statements, leaves
- Documents related to compliments, reprimands, police checks, previous positions held, education and professional development.
- Other personal documents not listed above but relevant to employment purposes.

This information will be used for reasons of payroll, government requirements, the Employment Standards Act, benefits and advancement considerations.

### **Consent:**

We only collect information about you when you have given consent to do so. Your consent may be expressed in writing or implied, and you may give it to us verbally or electronically.

You may withdraw your consent to collect, use and/or disclose your personal information at any time, subject to legal and contractual restrictions, and reasonable notice.

Limiting use, disclosure, and retention

St. Lawrence Youth Association will obtain your permission before making information available to persons outside of the organization.

We do not sell your information. We will not provide it to anyone outside the organization, unless we are required by law to do so, or unless you consent to the disclosure.

St. Lawrence Youth Association will only keep your personal information for as long as necessary to satisfy the purpose for which it was collected, or as required by law.

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Staff are required to keep all information about the agency's clients confidential. No information should be given to any other person where to do so would identify a client. All breaches of confidentiality must be reported to the Management immediately.

### **Accuracy:**

Within our accountability, we will endeavor to keep your information accurate and up to date. If information is inaccurate or needs to be corrected, you are entitled to seek a correction or ask us to change or delete the information.

### **Safeguards:**

St. Lawrence Youth Association has developed safeguards to protect your information.

Access to your information is restricted to St. Lawrence Youth Association's employees, agents, and authorized service providers who need it to do their jobs. We maintain appropriate technical and organizational safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, copying, use, or modification.

### **Openness:**

St. Lawrence Youth Association will make available information about our policies and practices related to the management of personal information.

### **Individual Access:**

You may ask if SLYA has information about you, you may ensure that it is accurate, and you can view the information as provided by law. We will always tell you how we collected the information and how we are using it.

### **Challenging compliance:**

If you have any concerns or complaints with regard to the handling of your personal information, the Board of Directors has appointed Management as the compliance officer to ensure that all aspects of privacy legislation are adhered to. Management will investigate all complaints and if the objection is justified, take appropriate steps to repair the situation.