



PRIVACY POLICIES

A: PRIVACY POLICY

i. PURPOSE

East Wellington Community Services (EWCS) strives to ensure that the privacy of all EWCS clients, staff, volunteers, students, donors and other stakeholders is respected and protected.

Your privacy is very important to us. Accordingly, we have developed this policy in order for you to understand how we collect, use, communicate, disclose, and make use of personal information.

EWCS will identify the purposes for which information is being collected at the time of collection if not prior to.

EWCS will collect and use of personal information solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law. EWCS will only retain personal information as long as necessary for the fulfillment of those purposes.

All personal information will be collected by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.

EWCS will protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

EWCS will make readily available to customers information about our policies and practices relating to the management of personal information.

ii. POLICY

EWCS is committed to developing, implementing and maintaining systems and procedures in order to protect the personal information of all of its stakeholders in accordance with provincial privacy legislation. All EWCS staff, volunteers, and students shall be expected to strictly adhere to EWCS privacy policies and procedures.

iii. CLIENTS

EWCS collects personal health information about the client directly from the client, or from the person acting on behalf of the client in compliance with the Personal Health Information Protection Act (PHIPA). Personal health information that may be collected by EWCS includes: Client's name, date of birth, address, phone number, email address, health history, records of visits and other interactions with EWCS, and emergency contact information.

IF EWCS needs to collect personal health information about the client from other sources, we will only do so once client's consent has been obtained or where the

law permits.

EWCS uses and discloses clients' personal and/or personal health information to:

- Provide services for the client such as personal care giving, transportation, counselling and care coordination, or assisting an individual due to a disability;
- Plan, administer and manage our internal operations;
- Ask clients for feedback about the services they have received as part of our quality improvement process;
- Compile statistics;
- Comply with legal and regulatory requirements;
- Fulfill other purposes permitted or required by law;

iv. CLIENT RIGHTS

Under Ontario law, Clients have every right to:

- Know how EWCS collects, uses, discloses and stores their personal health information;
- Expect that any personal health information held by EWCS remains accurate, confidential and secure;
- Expect that their personal health information remains private unless given consent by the client to share with others or required by law.
- To have access to a copy of their own personal health information and ask EWCS to correct their personal health information record with a written request;
- Ask questions or make a complaint to our Privacy Officer about our privacy practices;
- Withdraw their consent for some of the above uses and disclosures, if the law allows, by written consent to EWCS

v. STAFF, VOLUNTEERS, STUDENTS

EWCS will inform staff, volunteers and students of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstance.

EWCS will only collect staff, volunteer, or student information that is necessary to fulfill the following purposes:

- To assess suitability for employment or placement;
- To verify identity;
- To verify credentials;
- To check for relevant criminal records;
- To send out information
- To meet regulatory requirements;
- To process payroll and/or benefits;
- To assess eligibility for benefits, where applicable;

- To substantiate and/or arrange accommodations in accordance with the Ontario Human Rights Code (OHRC).

vi. DONORS

The privacy and security of donors' personal information is important to East Wellington Community Services. EWCS respects its donors' right to privacy and is committed to protecting the personal information that donors provide to the agency.

The information collected is used:

- To facilitate donation collection and processing;
- To provide tax receipts;
- To communicate relevant news and updates.

vii. SAFEGUARDS

EWCS uses a number of safeguards to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Such safeguards include physical measures such as locked filing cabinets, restricted access to offices, and limiting access on a "need to know" basis, use of passwords and encryption.

EWCS does not disclose any private information regarding individuals without informed consent, unless required or permitted by law.

viii. CONCERNS AND COMPLAINTS ABOUT COMPLIANCE OF THIS POLICY

If for any reason, you are concerned about the compliance with our Privacy Policy, you may contact our Privacy Officer in writing, by mail or email. EWCS has policies and procedures to receive, investigate and respond to individuals' complaints and questions.