

## Your Privacy

The North Shore Connexions Society was founded in 1956 to assist individuals and their family members to realize full citizenship in the North Shore community. In order to facilitate this in the most meaningful way possible, Connexions creates partnerships between individuals with intellectual disabilities, their family members, community groups, businesses, and private donors - all considered to be our valued customers.

In order to facilitate these relationships and enhance our services, Connexions collects and retains personal information on each of our customers. Your personal information is private and you have our commitment to respect your right to confidentiality and to protect and secure your information. You have the right to know why we ask for your personal information, how we use your personal information in establishing and maintaining your relationship with us, how we keep your personal information confidential, and how you can inquire about the personal information we hold about you.

### OUR EMPLOYEES' RESPONSIBILITY

Each and every one of our employees is responsible for maintaining the confidentiality of all personal information to which they have access. As a condition of employment, our employees are required to sign a confidentiality agreement which binds them to this responsibility even if they leave the employ of the organization. We keep our employees informed about our policies and procedures for protecting personal information and review this with them at regular intervals. Connexions has a privacy officer who is responsible for overseeing the privacy policy which includes investigating and responding to disputes, responding to enquires, and providing educational opportunities. The privacy officer reports to senior management and can be contacted at Connexions, 1070 Roosevelt Crescent, North Vancouver, BC V7P 1M3

### WHY WE ASK FOR YOUR PERSONAL INFORMATION

Connexions collects and uses personal information for several business purposes. We want to work with you to ensure that we provide you with the very best services, and to establish a lasting relationship with you that will grow and change as your needs evolve. We therefore ask for your personal information for the following purposes:

- ✓ to understand your service requirements
- ✓ to maintain communication with prospective donors
- ✓ to determine the suitability of the services you access
- ✓ to comply with laws and regulations

In general, you can choose not to provide us with some or all of your personal information. However, please understand that if you make this choice, we may not be able to provide you with the service or information that you requested. We will make sure you are aware of the purposes listed above when you commence your relationship with us. Self-evident purposes should be clear, but if you have any questions just ask us. If a new purpose for using your personal information develops, we will ask for your consent first.

We obtain personal information about you primarily from you. We may also obtain necessary information from other sources with your consent. For example, if you are seeking assistance to locate employment, we ask you to authorize us to obtain reference information from previous employment and educational programs. Health information is required for residential and support services. We only collect the information we need and only use it for the purposes explained to you.

### ACCESSING YOUR PERSONAL INFORMATION

If you want to review or verify your personal information please contact your program manager. We may need up to thirty calendar days to search for and provide you with the information that you have requested. We will notify you if we require an extension to this time line.

There are a few instances where we will not be able to provide some of the personal information we hold about you. These include, but are not limited to:

- ✓ if it contains references to other persons
- ✓ if it contains proprietary information that is confidential to us
- ✓ if it cannot be disclosed for legal reasons
- ✓ if it is subject to solicitor-client privilege
- ✓ if it has already been destroyed due to legal requirements

If we are unable to provide you with access to your personal information, we will always explain the reason why. If you have a concern that you wish to bring to our attention please alert us right away. You can access a complaint record form at any of our program locations.

## **KEEPING YOUR PERSONAL INFORMATION ACCURATE**

We are committed to maintaining the accuracy of your personal information for as long as it is required to meet the purposes set out in this document. Please notify us promptly if you have any changes in your personal information, such as your address or telephone number. If you discover, upon review of your personal information, that amendments are required, please advise us. If we do not agree to your amendments you have the right to challenge us using our dispute resolution process. A copy of the dispute resolution process can be obtained from the privacy officer, from any program location, or from our website.

## **RELEASING YOUR PERSONAL INFORMATION**

We have a strict policy not to release any personal information about you unless we have first obtained your permission, except where it is required by law. If we release information for either of these reasons, we keep a record of what, when, why, and to whom such information was released. Consent may be expressed or implied, or given through an authorized representative. We are required to share your personal information with regulatory and funding bodies to confirm the receipt and outcome of services. Consent to release this information is implied through your acceptance of services from us. You may withdraw this consent at any time. Withdrawal of consent may affect our ability to provide service to you or may affect certain conditions of service. Under no circumstances do we sell or give lists of our clients to others for their use.

## **SAFEGUARDING YOUR PERSONAL INFORMATION**

Your personal information is secure within ConneXions regardless of the format in which it is held. We utilize security controls to protect against unauthorized use, alteration, duplication, destruction, disclosure, loss or theft of, or unauthorized access to your personal information. We have agreements and controls in place with our contractors, volunteers, and employees to keep your personal information private. We ensure the security of your personal information through use of locks on filing cabinets and doors, restricted access to storage and file rooms. Passwords, firewalls, and encryption is used to secure electronically transmitted information. We have procedures in place when destroying or disposing of personal information when it is no longer required .

## **RETENTION OF YOUR PERSONAL INFORMATION**

The length of time we retain your information is determined by the type of service you are receiving with us, and any legal or regulatory requirements we may have to meet.

## **OUR COMMITMENT TO YOU**

We take our responsibility to keep your personal information private very seriously. Each of our employees have been informed of their responsibility to you with regard to the privacy of your personal information. If you require more information about our privacy policy and procedures, contact the privacy officer. We want to hear from you if you feel that your question or concern has not been satisfactorily addressed.

Privacy Officer  
Continuous Quality Improvement Committee  
C/o North Shore ConneXions  
1070 Roosevelt Crescent  
North Vancouver, BC V7P 1M3  
Call: 604.984.9321

If the above steps fail to resolve your concern to your satisfaction, you may contact the Privacy Commissioner of Canada by writing to:

The Privacy Commissioner of Canada  
Place de Ville  
Tower B, 3<sup>rd</sup> Floor  
Ottawa, Ontario K1A 1H3

*This document is also on our website at [www.nsconnexions.org](http://www.nsconnexions.org) and is available in alternate formats upon request*