

# Kaslo Housing Society - PRIVACY POLICY

**Approved: October 13, 2021**

**Revised:**

## **Intent**

- Kaslo Housing Society believes it is important to protect the privacy of the people in the community we serve.
- KHS is committed to collecting, using, disclosing and retaining personal information in a manner that complies with applicable privacy legislation. This Policy is intended to:
  - Identify the Kaslo Housing Society's expectations and procedures regarding confidentiality.
  - Guide compliance with privacy legislation.
  - Protect our registered society status, our registered charity status and our status as a publicly funded society with BC Housing.

## **Privacy Principles**

PIPA, the Personal Information Protection Act of Canada outlines the privacy principles to which organizations should adhere:

- Be accountable by establishing privacy policies and responsibilities
- Let persons know why information is being collected, and how it will be used
- Ask for consent for information to be collected, for its use and disclosure
- Only gather information required for identified purposes
- Limit the use, disclosure and retention of data; data no longer required is destroyed
- Be accurate by keeping frequently used information up-to-date
- Appropriate safeguards will be put in place to ensure sensitive information is secure and under controlled access
- Privacy policies and practices are communicated openly to the public
- Individuals have access to personal information gathered about them
- Provide a complaint procedure
- Invite feedback, quickly investigate and resolve complaints

If you have any questions or concerns regarding Kaslo Housing Society privacy policy, please contact our privacy officer through the Board of Director's.

# **POLICY**

It is the policy of the Kaslo Housing Society (KHS) that:

- Employees and Board Members will be provided with and are required to sign a copy of the Personal Information and Privacy Act (PIPA) Confidentiality Statement.
- Board members be required to sign a Board Confidentiality Statement.
- Volunteers who are exposed to PIPA protected information in the course of their duties are also required to sign the PIPA Confidentiality Statement.
- Alleged breaches of confidentiality requirements as described in the PIPA and/or Board Confidentiality Statement will be reported to the Board. Upon investigation, anyone proven to have breached confidentiality may be asked to resign or may have their duties terminated.
- It is understood that the Board, as a landlord, has no authority to impose confidentiality requirements on tenants.

## **PROCEDURE:**

### **Board and Staff Accountability**

KHS is responsible for all personal information under its control. The organization's Privacy Officer(s) is/are accountable for KHS's compliance with the principles described in this policy.

The Privacy Officer(s) can be contacted at KHS.

KHS is responsible, not only for personal information in its physical custody, but also for personal information that is transferred by KHS to a third party and will implement procedures to:

- protect personal information
- receive and respond to complaints and inquiries
- orient employees and volunteers in the policies and procedures regarding the collection use, disclosure and retention of personal information under protection
- ensure all members, applicants, tenants, employees, contractors and volunteers have access to KHS's Privacy Policy and Procedures
- Keep the documents safe and accessible.

# **Collection, Handling and Disposition of Personal Information Pertinent to Applicants, Tenants and Employees**

## **Legal Framework**

The purpose of the Personal Information and Privacy Act (PIPA) is defined as follows in Part 1, Item 2 of the Act:

*“(2) The purpose of this Act is to govern the collection, use and disclosure of personal information by organizations in a manner that recognizes both the right of individuals to protect their personal information and the need of organizations to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.”*

In addition, the following is from the BC government Office of the Information and Privacy Commission publication, Privacy Guidelines for Landlords and Tenants.

*“What is Personal Information? PIPA defines personal information as “information about an identifiable individual.” This can mean any number of things such as a name, date of birth, phone number, address, height, weight, eye colour, social insurance number (“SIN”), driver’s licence number, banking information, income, photograph, etc.*

All personal information regarding potential applicants, tenants or employees must be treated as confidential.

## **Purposes for Collection, Use, and Disclosure**

Personal information will only be collected on a “need to know” basis for the operation of KHS.

KHS may collect personal information concerning applicants, tenants, members, employees, volunteers and/or donors for the following purposes:

- to comply with legal and regulatory requirements
- to operate KHS and programs/activities of KHS including housing.
- to administer and maintain accounts relating to operations and/or donations.

## **Consent**

Consent of the individual is required for the collection, use and/or disclosure of personal information by KHS, except where inappropriate by law or by circumstance. Implied consent may arise through action or inaction on the part of the individual.

## **Limiting Collection**

KHS will limit the amount and type of personal information collected to information that is necessary for the purposes of KHS.

## **Limiting Use, Disclosure and Retention**

KHS will not use or disclose personal information for purposes other than those for which it was collected, except with the written consent of the individual or as required or permitted by law.

Personal information will be retained only as long as necessary for the fulfillment of legal or business purposes.

## **Accuracy**

KHS will make a reasonable effort to ensure that personal information collected by KHS or on its behalf is as accurate and complete as is necessary for the purposes for which it is to be used. KHS will generally rely on individuals to provide updated information, such as changes to addresses and other contact information.

## **Safeguards**

KHS will make reasonable security arrangement to protect personal information. Safeguard arrangements are employed to protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, modification, or disposal. The methods of protection employed by KHS will include:

- limiting access to a “need to know” basis;
- physical measures, including locked filing cabinets and restricted access to offices;
- organizational measures such as “clean desk” policy and
- technological measures, such as use of passwords to access electronic files

## **Sharing of information**

Under no circumstances may applicant, tenant or employee personal information be divulged either inside or outside the organization other than to persons authorized to receive such information in the course of their duties.

## **Destroying Information**

All information on ex-tenants who have not been here for 3 years must be shredded or otherwise rendered unreadable.

## **Release of Information**

Requests for release of information must be processed according to approved practice (see Accessing Personal Information – Practice below). Personal information can be released with the express permission of the person it pertains to.

Applicant, Tenant and employee access to their personal information files is guaranteed under the Act. Such requests will be processed on written request received by the Chair of the Board.

### **Accessing Personal Information – Practice**

When requested in writing to the privacy officer, KHS shall inform an individual of the existence, use and disclosure of his/her personal information and the individual shall be given access to that information, except where the law requires or permits KHS to deny access. KHS will respond to requests in writing as accurately and completely as is reasonably possible within 30 days after receipt of the request.

## Complaints

An individual will be able to direct complaints concerning KHS's compliance with privacy protection to the Privacy Officer(s). A complaint must be in writing to the Privacy Officer(s). KHS will:

- promptly acknowledge receipt of the complaint in writing
- contact the individual to clarify the complaint, if necessary
- investigate all complaints received
- notify the individual of the outcome of investigations promptly, informing them clearly of any relevant steps taken
- correct any inaccurate personal information or modify policies and procedures based on the outcome of complaints
- make reasonable efforts to process complaints within 30 days or apply to the Privacy Commissioner for an extension.

## Other Considerations

Membership lists and Director contact information are not considered personal information under the Act. They are available for the convenience of members.

Anyone with access to the locked file cabinet must be considered as having access to personal information as defined by the Act.

## More Information about Privacy

You can contact the Privacy Commissioner of Canada for assistance between the hours of 9 am and 5 pm EST, at:

Toll-free: 1-800-282-1376

Phone: (613)995-8210

Fax: (613)947-6850

TTY: (613)992-9190

or by mail at:

112 Kent Street

Place de Ville

Tower B, 3rd Floor

Ottawa, Ontario

K1A 1H3

or on the web at:

<http://www.priv.gc.ca>

You can also contact the Office of the Information and Privacy Commissioner for British Columbia:

4th Floor, 947 Fort Street, Victoria BC V8V 3K3

PO Box 9038, Stn. Prov. Govt.

Victoria, BC V8W 9A4

Telephone : 250-387-5629

For toll-free access call Enquiry BC at one of the numbers listed below and request a transfer to (250) 387-5629:

Vancouver: (604) 660-2421

Elsewhere in BC: (800) 663-7867

Email : [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

Web Site : <http://www.oipc.bc.ca/>

# **Appendix 1**

## **Kaslo Housing Society**

### **PIPA Confidentiality Statement**

I, (print name) have read and understand the Kaslo Housing Society Policy regarding confidentiality.

I understand that as a landlord and an employer, the Society collects information protected by the Personal Information and Privacy Act (PIPA).

I understand that if in the course of performing my duties as an employee, director or volunteer, I am exposed to personal information that is protected under the Act, this information must remain confidential and not be divulged except as authorized in the course of my duties.

I understand that violation of this policy may result in dismissal/resignation.

I agree to abide by the Confidentiality Policy.

Signed: Date:

Witness Name (print):

Witness Signature:

## Appendix 2

### **Kaslo Housing Society**

**Director Confidentiality Agreement (already approved and on file)**