

9.3 Privacy Policy

1. Introduction

Kootenay Family Place ("we", "us", "our") is committed to safeguarding the privacy and confidentiality of the personal information we collect from our clients, employees, volunteers, and donors. This Privacy Policy outlines how we manage personal information in compliance with the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Protection Act (PIPA). We respect your right to privacy and strive to protect your personal information.

2. Definition

- Personal information: information that is reasonably capable of identifying a particular individual either alone or when combined with information from other sources. It does not include business contact information.

3. Accountability

Kootenay Family Place is responsible for the personal information we collect and manage and is accountable for compliance with PIPA and FIPPA. PIPA and FIPPA set out rules for how organizations collect, use, and disclose personal information. The Executive Director serves as the Privacy Officer, overseeing the implementation of this policy and ensuring compliance with FIPPA and PIPA. Program Managers are appointed to assist the Privacy Officer in these responsibilities as it relates to their programs.

4. Purposes for Collection, Use, and Disclosure

We collect and use personal information for the following purposes:

- To deliver services and determine eligibility
- For statistical purposes
- To comply with legislative and contractual requirements
- For employment purposes
- To issue tax receipts
- To keep donors informed about our activities

5. Disclosure of Information to Third Parties

Personal information may be disclosed to third parties only for the purposes outlined above or as required by law. When personal information is shared with third parties, we ensure that appropriate consent is obtained and that security measures, such as confidentiality clauses in contracts, are in place to protect the information. We do not sell, trade, or rent personal information to third parties.

6. Limiting Collection

We only collect personal information that is necessary for the purposes identified in this policy.

7. Consent

We will not collect, use or disclose personal information without your consent, except where required by law.

We will tell you the purpose for collecting your personal information when we ask you for it.

Consent to collect, use or disclose personal information can be express, implied or opt-out. Express consent means that we notify you of how your information will be used and you agree to provide it. Implied consent means that we do not notify you for the purpose of gathering your personal information because the purpose is obvious, and then you provide it. Opt-out consent means we will notify you of the reason for gathering your personal information and give you the option to “opt-out” and not participate.

You have the right to withdraw your consent at any time by contacting the Privacy Officer. If you withdraw your consent, we may be unable to provide services to you. The Privacy Officer will explain the effect of withdrawing your consent when you contact them.

8. Limited Use, Disclosure, and Retention

We do not use or disclose personal information for any purposes other than those for which it was collected, except with your consent or as required by law. Personal information is retained only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

9. Accuracy

We strive to ensure that personal information is accurate, complete, and current as required for the purposes for which it was collected.

If you feel that your personal information is not correct you can contact the Privacy Officer to request to correct any errors or omissions in your personal information. If the Privacy Officer is satisfied that your request for correction is reasonable the information will be corrected, and we will send the corrected information to any organizations we disclosed that information to in the past year. If the Privacy Officer is not satisfied that your request for correction is reasonable, we will make a note on the information that a correction was requested but not made.

10. Safeguards

We implement appropriate security safeguards to protect personal information from unauthorized access, use, or disclosure. In the event of a security breach, such as theft, loss, or an electronic

breach, we will promptly notify affected individuals and relevant government authorities if applicable. We will provide support, debriefing, and safety planning for those impacted. The Privacy Officer will review and address all such incidents.

11. Access

Individuals have the right to access their personal information held by us, subject to certain exceptions. The Privacy Officer will assist with any access requests. We will provide access to your personal information within 30 days of receiving your request, unless additional time is granted by the BC Privacy Commissioner.

12. Contact

For questions or concerns about this Privacy Policy, or to request access to or correction of your personal information, please contact:

Gent Harrison
Privacy Officer
Kootenay Family Place
767 11th Ave Castlegar BC V1N 1J7
Executivedirector@kootenayfamilyplace.org
778-460-5100

13. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website or communicated directly to you, as appropriate. We encourage you to review this policy periodically to stay informed about how we protect your personal information.

14. References

- Personal Information Protection Act (PIPA)
- Freedom of Information and Protection of Privacy Act (FIPPA)

Policy Group: General Administration

New Policy: March 2007

Reviewed: June 2016; March 2019; September 2021; August 2024

By implementing this Privacy Policy, Kootenay Family Place ensures adherence to privacy legislation and maintains the trust and confidence of our clients, employees, volunteers, and donors.