



Privacy Standards Policy

Purpose

Jesus teaches us the dignity and worth of every human being. In faith, we promise to follow what Jesus has taught us as part of our baptismal covenant: “Will you strive for justice and peace among all people, and respect the dignity of every human being? I will, with God’s help.”

In accord with that covenant, the Diocese of Ottawa of the Anglican Church of Canada respects your personal privacy. We have approved a Privacy Standards Policy and associated procedures and guidelines to ensure the proper collection, retention and distribution of personal information in accordance with the federal *Personal Information Protection and Electronics Document Act, S.C. 2000 c. 5*. The policy applies to all individuals, lay or ordained, paid or unpaid, who are the staff, donors, subscribers, volunteers or clients of the Diocese of Ottawa, its offices, agencies and parishes.

Privacy Officer

The Bishop of the Diocese will designate a Privacy Officer for the Diocese of Ottawa with responsibility to ensure compliance with the Diocese’s Privacy Standards Policy. Diocese staff and Parishes will be informed of the name and responsibilities of the Privacy Officer.

Responsibilities

1. The Privacy Officer will report to the Bishop and the Diocesan Council on a regular basis in regard to any activities related to personal information protection.
2. The Privacy Officer will co-ordinate the response to any complaints made to the Diocese, one of its agencies or its parishes regarding the handling of personal information held about that person.
3. The Privacy Officer will investigate any handling of personal information that is inconsistent with this Policy.
4. The Privacy Officer will ensure regular training for staff/volunteers of the Diocese as to the policies and procedures which the protection of personal information requires and will provide advice to Privacy contacts and others as required.
5. The Privacy Officer, in consultation with the Privacy Contacts, will review periodically the Diocese Privacy Standards Policy and will propose amendments to the Policy, as required, to the Bishop and Diocesan Council.
6. The Privacy Officer will have a copy of the approved Privacy Standards Policy and the associated procedures and guidelines placed in staff reference materials and on the Diocese Website.

Accountability

Each office, agency or parish is responsible for following procedures for collection, retention and distribution that are in accordance with this policy and following the principles listed below. Staff will be made aware of the importance of maintaining the security and confidentiality of personal information. The misuse or improper handling of personal information may result in disciplinary action up to and including dismissal.

Each office, agency and parish of the Diocese will assign at least one person as Privacy Contact. The Privacy Contact will be responsible to co-ordinate the application of the Privacy Policy and

Procedures within that office, agency or parish and to be the person to whom queries on privacy matters should be directed by the Privacy Officer and by others.

Collection

The Diocese of Ottawa has a decentralized record management process for the collection, management, retention and disposition of personal information collected from donors and/or clients. Information about employees, cleric and lay, full-time, part-time or contract is located in confidential and secure personnel files located in the Diocese offices.

Parishes retain information on staff, on the congregational membership, on pastoral care matters and on the financial and organizational aspects of parish operations. Any information on individual parishioners, forwarded to the Diocese of Ottawa by the parishes, is retained in secured files located in the Diocese offices.

All personal information is the property of the Diocese of Ottawa and all individuals have controlled access to their personal information. All Diocese of Ottawa personal information obtained by or shared with other organizations and agencies must be handled in compliance with standards comparable to the Diocese of Ottawa Privacy Standards Policy.

Definitions

Personal information

Any factual or subjective information, recorded or not, about an identifiable individual. Personal information includes information in any form, such as: name, home address and home phone number, age, marital status, family members' names, photographs or digital images of a person, employee files, identification numbers, ethnic origin, evaluations, disciplinary actions, the existence of a dispute, opinions, comments, social status, income, credit records, donation information, loan records or medical records.

Personal information does **not** include the name, title or business address or business telephone number of an employee or volunteer of an organization.

Commercial activity

Any particular transaction, act, or conduct, or any regular course of conduct that is of a commercial character, including the selling, bartering or leasing of donor, membership or other fund-raising lists.

Consent

Voluntary agreement with what is being done or proposed. Consent can be either express or implied. Express consent is given explicitly, either orally or in writing. Express consent is unequivocal and does not require any inference on the part of the organization seeking consent. Implied consent arises where consent may reasonably be inferred from the action or inaction of the individual.

Disclosure

Making personal information available to others outside the organization.

Use

Refers to the treatment and handling of personal information within an organization.

Principles

The Diocese of Ottawa will follow the ten principles for handling personal information as set out in Schedule 1 to the federal *Personal Information Protection and Electronics Document Act* S.C. 2000 c. 5. These principles are: accountability, identifying purposes, consent, limiting collection, limiting use, disclosure and retention, accuracy, safeguards, openness, individual access, and provision of recourse.

1. Be accountable

It is our intent to:

- comply with all 10 of the principles of Schedule 1
- appoint an individual (or individuals) to be responsible for the Diocese of Ottawa's compliance
- protect all personal information held by the Diocese of Ottawa or transferred to a third party for processing
- develop and implement personal information policies and practices

2. Identify the purpose

We will identify the reasons for collecting personal information before or at the time of collection by:

- reviewing all personal information holdings to ensure they are all required for a specific purpose
- recording all identified purposes and obtained consents for easy reference in case an individual requests an account of such information
- ensuring that these purposes are limited to what a reasonable person would expect under the circumstances

3. Obtain consent

We intend to obtain consent by:

- informing the individual in a meaningful way of the purposes for the collection, use or disclosure of personal data
- obtaining the individual's consent before or at the time of collection, as well as when a new use is identified
- using expressed consent whenever possible and in all cases when the personal information is considered sensitive

4. Limit collection

We intend to meet this principle by:

- limiting the amount and type of the information gathered to what is necessary for the identified purposes
- identifying the kind of personal information that is collected in information-handling policies and practices
- ensuring that staff members can explain why the information is needed

5. Limit use, disclosure and retention

We intend to meet this principle by:

- instituting maximum and minimum retention periods that take into account any legal requirements or restrictions and redress mechanisms and establishing policies setting out the types of information that need to be updated
- documenting any new purpose for the use of personal information
- disposing of information that does not have a specific purpose or that no longer fulfils its intended purpose
- disposing of personal information in a way that prevents improper access, such as shredding paper files or deleting electronic records

6. Be accurate

We intend to minimize the possibility of using incorrect information when making a decision about the individual or when disclosing information to third parties by:

- keeping personal information as accurate, complete and up to date as possible, taking into account its use and the interests of the individual
- updating personal information only when necessary to fulfill the specified purposes
- keeping frequently used information accurate and up to date unless there are clearly set out limits to this requirement

7. Use appropriate safeguards

We take seriously our responsibility to protect personal information against loss or theft; to safeguard the information from unauthorized access, disclosure, copying, use or modification; and to protect personal information regardless of the format in which it is held.

We will review and update security measures regularly taking the following factors into consideration in selecting appropriate safeguards:

- sensitivity of the information
- amount of information
- extent of distribution
- format of the information (electronic, paper, etc.)
- type of storage.

8. Be open

We will inform customers, donors, volunteers and staff of our policies and practices for the management of personal information.

9. Give individuals access

When requested, we will inform individuals of any personal information on file about them including how it is or has been used and providing a list of any organizations to which it has been disclosed unless prohibited by law. Individuals will have controlled access to their information. We will correct or amend any personal information if its accuracy and completeness is challenged and found to be deficient.

10. Provide recourse

We will develop a simple and easily accessible complaint procedure and inform complainants of avenues of recourse. All complaints received will be investigated by the Privacy Officer and we will take appropriate measures to correct information handling practices and policies found deficient.

Exceptions to the consent principles

The Diocese of Ottawa may collect and use personal information without consent:

- (a) if it is clearly in the individual's interests and consent is not available in a timely way
- (b) if collection is required to investigate a breach of an agreement or contravention of a federal or provincial law
- (c) for journalistic, artistic or literary purposes
- (d) if it is publicly available
- (e) for an emergency that threatens an individual's life, health or security or
- (f) for statistical or scholarly study or research

The Diocese of Ottawa may disclose personal information without consent:

- (a) to a lawyer representing the Diocese of Ottawa
- (b) to collect a debt the individual owes the Diocese of Ottawa
- (c) to comply with a subpoena, warrant or order made by a court or other juridical body
- (d) to a lawfully authorized government authority
- (e) for an emergency that threatens an individual's life, health or security, or
- (f) where the information was recorded more than 100 years before disclosure or, is disclosed more than 20 years after the death of the individual