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| MANUAL: <b>Governance</b>  | APPROVED DATE: <b>November 2018</b>        |
| SECTION 1: <b>Governance Process</b>                             | REVISION/ REVIEW DATE: <b>October 2022</b> |
| SUBJECT: <b>1.13. Privacy Statement</b><br>(Formerly GOV-1-1601) | NEXT REVIEW DATE: <b>October 2026</b>      |

**PURPOSE:**

Seaway Valley Community Health Centre (SVCHC) is a health information custodian and therefore subject to the *Personal Health Information Protection Act* of Ontario (PHIPA). PHIPA applies to the personal health information of our CHC clients, employees, Board of Directors, volunteers, students, and contractors.

**POLICY:**

As an employer and a community not-for-profit organization, SVCHC collects, uses and discloses personal information of its clients, employees, Board of Directors, volunteers, students and contractors. SVCHC will safeguard all personal health information.

**PROCEDURE:**

- SVCHC will comply with the Canadian Standards Association (CSA) [Model Code for the Protection of Personal Information](#) (the Model Code) with respect to this personal information.

The Model Code outlines basic guidelines for the protection of personal data. It addresses two main issues:

- How an organization collects, uses, discloses, and protects personal information.
- How an individual can access and correct personal information collected by the organization.

Organizations who choose to follow the Model Code demonstrate that they are handling the information they collect fairly. The Model Code offers clients, employees and other data subjects a means for challenging an organization’s practices.

The Board is ultimately responsible for compliance with PHIPA and the Model Code. The Board delegates the day-to-day responsibility for compliance to the Executive Director.

- The Executive Director shall be the Privacy Officer or designate a Privacy Officer to ensure compliance with PHIPA and the Model Code. Refer to the Privacy Officer Job Description below.

3. The Executive Director shall also ensure SVCHC has an appropriate privacy management plan which includes a job description for the Privacy Officer and appropriate privacy procedures to address all elements of PHIPA and the Model Code including:
- a) Access by individuals to their own personal health information and personal information;
  - b) Process to correct errors in personal health information and personal information;
  - c) Data minimization and 'need to know' principles for both personal health information and personal information;
  - d) Procedures for collection, use, disclosure, retention and destruction of personal health information and personal information;
  - e) Breach response protocol, including when notification to either or both the Office of the Information and Privacy Commissioner and/or affected individuals shall occur;
  - f) Transparency to clients and employees of its privacy management program including their right to complain to the Office of the Information and Privacy Commissioner of Ontario if they believe PHIPA has been breached; Ensure individuals are aware that they have the right to file a privacy complaint with the IPC and the aware of the process of how to do so. (1-800-387-0073 or [info@ipc.on.ca](mailto:info@ipc.on.ca).)
  - g) All employees, Board of Director members, volunteers and students shall sign a Confidentiality Agreement.
  - h) Orientation training for new hires and regular in-service training on PHIPA for existing employees, volunteers and, where appropriate contractors;
  - i) Appropriate physical, technological and administrative safeguards to protect personal health information and personal information in our custody or under our control.

### **Privacy Officer – Job Description**

**Title:** Privacy Officer

**Reports To:** SVCHC Board of Directors

#### **Summary**

The Privacy Officer will coordinate and manage Seaway Valley Community Health Centre's privacy initiatives including the development, maintenance and implementation of policies, procedures and standards pertaining to privacy and data security that is reflective of current organizational practices and in compliance with legislative requirements.

The Privacy Officer shall continually monitor organizational activities and will conduct regularly scheduled risk assessments to ensure compliance to privacy and data security requirements, investigating and resolving all potential violations.

The Privacy Officer shall also act as a key resource and subject matter expert pertaining to privacy and data security issues and concerns providing information, interpretation and education as required.

**Core Competencies:**

- Accountability
- Analytical Thinking
- Communication
- Organizational and Environmental Awareness
- Risk Management
- Strategic Thinking

**Job Duties:**

- In collaboration with various departments and legal counsel, develop, update, maintain and implement the organization's privacy policy, procedures and standards to reflect the organization's responsibilities related to information privacy.
- Direct and manage the organization's privacy efforts to ensure compliance to privacy policies and procedures as well as governing provincial and federal legislation.
- Conduct ongoing compliance monitoring activities and regularly scheduled audits of the organization's services, systems and computer networks to ensure compliance to privacy and data security accountabilities, promptly responding to and resolving detected offences with appropriate corrective action.
- Create organizational best practices concerning privacy and data security.
- Develop and implement training and education initiatives to ensure all employees and relevant third parties are appropriately informed of their responsibilities related to information privacy and data security and are conducting business appropriately.
- Continuously enforce the organization's privacy standards to all levels of the organization.
- Promptly investigate and document all reports of information privacy and data security violations.
- Develop risk mitigation initiatives pertaining to privacy and data security requirements in compliance with relevant organizational and legislative requirements.
- Monitor legislative updates and revisions pertaining to privacy and data security incorporating new requirements as appropriate.
- Provide coordination of all corporate activities to ensure compliance with legislated and organizational requirements and to assess possible privacy implications.
- Act as the organization's key privacy advisor and subject matter expert for all inquiries pertaining to privacy and data security issues specifically concerning the collection, use and retention of personal information.

- Manage privacy related disputes providing resolution in a timely manner.
- Develop and deliver corporate privacy and data security reports as required.
- Develop and execute short and long-term privacy goals to ensure the organization's privacy initiatives continuously evolve.
- Other duties as required.

**Requirements:**

- Bachelor's degree required.
- Minimum five (5) years of related experience in a similar position.
- Demonstrated expert knowledge of and practice in current federal and provincial privacy and freedom of information legislation and requirements as well as privacy frameworks, principles and compliance programs.
- Demonstrated strategic and analytical thinker.
- Ability to take difficult or unpopular positions when necessary to protect the organization.
- Self-starter with the ability to work with minimal supervision or in a team-setting as required.
- Excellent verbal and written communication skills including the ability to write reports, develop presentations and conduct training sessions.
- Ability to communicate to all levels of the organization tactfully and professionally.
- Previous auditing and risk assessment experience considered an asset.
- Proficiency utilizing various Microsoft applications.
- Strong attention to detail.
- Ability to prioritize effectively and balance multiple projects simultaneously.
- Certified Information and Privacy Professional designation (CAPAPA) preferred.
- PHIPA Training required.

**Work Conditions:**

- Ability to attend and conduct presentations.
- Overtime may be required.
- Manual dexterity required to use desktop computer and peripherals.
- Standing or sitting for long periods of time