

## **1.7 Privacy Commitment**

### **Privacy Commitment**

Respecting privacy and personal information is an important part of our commitment to our supported individuals, employees, volunteers, and contractors. This includes information found in care plans, medical and benefits information, employment files, performance appraisals, and information found in services contracts. This commitment also applies to all third parties with whom we may collect personally identifiable information including opinions, evaluations, comments, recorded complaints, and donation records.

### **Privacy Principles adopted by VOI**

1. VOI is accountable for personal information under its control. The VOI Privacy Coordinator is accountable for compliance with The VOI Privacy Code. Annual personal information management practices of VOI will be presented to the Board of directors.
2. VOI will identify the purposes for which personal information is collected.
3. The knowledge and consent of a supported individual, employee, volunteer, donor, or contractor are required for the collection, use, or disclosure of personal information; except where inappropriate.
4. VOI will limit the collection of personal information to that which is necessary for the purposes identified. VOI will collect personal information by fair and lawful means.
5. VOI will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. VOI will retain personal information only as long as necessary for the fulfilment of the purposes for which it was collected.
6. Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.
7. VOI will protect personal information through the use of security safeguards appropriate to the sensitivity of the information.
8. VOI will make readily available information about its policies and procedures relating to its management of personal information.
9. VOI will inform an individual of the existence, use, and disclosure of his or her personal information upon request and will give the individual access to that information. An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

10. An individual is able to address a challenge concerning compliance with the above principles to the person accountable for VOI's privacy principles. The VOI privacy Coordinator is its most senior ranking employee of VOI, the Executive Director.