

**Personal Information Protection**  
**Private Sector Privacy Legislation**  
**Personal Information Protection Policy**

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**HeadWay, Victoria Epilepsy & Parkinson's Centre Society**  
**Personal Information Protection Policy**

At HeadWay Victoria Epilepsy & Parkinson's Centre Society, we are committed to providing our clients, members and volunteers with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our clients, members and volunteers, protecting their personal information is one of our highest priorities.

While we have always respected our clients, members and volunteers privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's *Personal Information Protection Act* (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our clients, members and volunteers of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting clients, members and volunteers personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our clients, members and volunteers' personal information and allowing our clients, members and volunteers to request access to, and correction of, their personal information.

### **Definitions**

**Personal Information** – means information about an identifiable *individual* This can include your medical information or employment information; or a caregiver's contact information if you are client. Personal information does not include contact information (described below).

**Contact information** – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPA.

**Privacy Officer** – means the individual designated responsibility for ensuring that HeadWay, Victoria Epilepsy and Parkinson's Centre Society complies with this policy and PIPA. Currently it is the executive director.

## **Policy 1 – Collecting Personal Information**

- 1.1 Unless the purposes for collecting personal information are obvious and the clients, members and volunteers voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.
- 1.2 We will only collect client, member and volunteer information that is necessary to fulfill the following purposes:
  - To verify identity;
  - To identify client, member or volunteer preferences (eg. Epilepsy or Parkinson's services);
  - To understand the needs of our clients, members or volunteers;
  - To open and manage membership, donations, service activities (exercise, education, campaigns);
  - To deliver requested programs and services;
  - To process a newsletter subscriptions;
  - To provide program services (consultation, counselling, education, support);
  - To enrol the client in a program (exercise, information workshop);
  - To send out association membership information;
  - To contact our clients, members or volunteers for fundraising;
  - To ensure a high standard of service to our clients, members or volunteers;
  - To meet regulatory requirements;
  - To collect and process program services payments;

## **Policy 2 – Consent**

- 2.1 We will obtain client, member or volunteer consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).
- 2.2 Consent can be provided orally (in person or telephone), in writing, electronically (email or website), or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the client, member or volunteer voluntarily provides personal information for that purpose.
- 2.3 Consent may also be implied where a client, member or volunteer is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mail-outs, announcement and information emails, e-news or fundraising and the client, member or volunteer does not opt-out.
- 2.4 Subject to certain exceptions (e.g., the personal information is necessary to provide the service, or the withdrawal of consent would frustrate the performance of a legal obligation), clients, members or volunteers can withhold or withdraw their consent for HeadWay Victoria Epilepsy & Parkinson's Centre Society to use their personal information in certain ways. A client's, member's or volunteer's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service. If so, we will explain the situation to assist the client, member or volunteer in making the decision.
- 2.5 We may collect, use or disclose personal information without the clients, members or volunteers knowledge or consent in the following limited circumstances:
  - When the collection, use or disclosure of personal information is permitted or required by law;
  - In an emergency that threatens an individual's life, health, or personal security;

- When the personal information is available from a public source (e.g., a telephone directory);
- When we require legal advice from a lawyer;
- To protect ourselves from fraud;
- To investigate an anticipated breach of an agreement or a contravention of law

### **Policy 3 – Using and Disclosing Personal Information**

- 3.1 We will only use or disclose client, member or volunteer personal information where necessary to fulfill the purposes identified at the time of collection. For example, to conduct client, customer, member surveys in order to enhance the provision of our services.
- 3.2 We will not use or disclose client, member or volunteer personal information for any additional purpose unless we obtain consent to do so.
- 3.3 We will not sell or share client, member or volunteer lists or personal information to other parties.

### **Policy 4 – Retaining Personal Information**

- 4.1 If we use client, member or volunteer personal information to make a decision that directly affects the client, member or volunteer we will retain that personal information for at least one year so that the client, member or volunteer has a reasonable opportunity to request access to it.
- 4.2 Subject to policy 4.1, we will retain client, member or volunteer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

### **Policy 5 – Ensuring Accuracy of Personal Information**

- 5.1 We will make reasonable efforts to ensure that client, member or volunteer personal information is accurate and complete where it may be used to make a decision about the client, member or volunteer or disclosed to another organization.
- 5.2 Clients, members or volunteers may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought.
- 5.3 If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the client, member or volunteer correction request in the file.

### **Policy 6 – Securing Personal Information**

- 6.1 We are committed to ensuring the security of client, member or volunteer personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- 6.2 The following security measures will be followed to ensure that client, member or volunteer personal information is appropriately protected: the use of locked filing cabinets; physically securing offices where personal information is held; the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate (i.e., only those that need to know will have access; contractually requiring any service providers to provide comparable security measures].
- 6.3 We will use appropriate security measures when destroying client, member or volunteer personal information such as shredding documents, deleting electronically stored information.
- 6.4 We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

## **Policy 7 – Providing Clients, Members and Volunteers Access to Personal Information**

- 7.1 Clients, members or volunteers have a right to access their personal information, subject to limited exceptions.
- 7.2 A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought.
- 7.3 Upon request, we will also tell clients, members or volunteers how we use their personal information and to whom it has been disclosed if applicable.
- 7.4 We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.
- 7.5 A minimal fee *may* be charged for providing access to personal information. Where a fee may apply, we will inform the client, member or volunteer of the cost and request further direction from the client, member or volunteer on whether or not we should proceed with the request.
- 7.6 If a request is refused in full or in part, we will notify the client, member or volunteer in writing, providing the reasons for refusal and the recourse available to the client, member or volunteer.

## **Policy 8 – Questions and Complaints: The Role of the Privacy Officer**

- 8.1 The Privacy Officer (currently the executive director) is responsible for ensuring HeadWay, Victoria Epilepsy & Parkinson's Centre Society's compliance with this policy and the *Personal Information Protection Act*.
- 8.2 Clients, members or volunteers should direct any complaints, concerns or questions regarding HeadWay, Victoria Epilepsy & Parkinson's Centre Society's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the client, member or volunteer may also write to the Information and Privacy Commissioner of British Columbia.

Contact information for HeadWay, Victoria Epilepsy & Parkinson's Centre Society's Privacy Officer:

Victoria Epilepsy & Parkinson's Centre Society, Suite 202 – 1640 Oak Bay Avenue Victoria BC V8R 1B2

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