

# CHIMO COMMUNITY SERVICES

## Policy & Procedure Manual

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<b>Policy Type:</b>	<b>Operational</b>	<b>Original Date: 02/04</b>
<b>Policy Category:</b>	<b>Information</b>	<b>Revised Date: 03/09</b>
<b>Policy Title:</b>	<b>Personal Information and Protection of Privacy</b>	<b>Revised Date: 03/17</b>

### General

Chimo Community Services respects and upholds an individual's right to privacy and to protection of her personal information. Chimo is committed to ensuring compliance with applicable privacy legislation.

Chimo is accountable for the personal information under its control relating to donors, clients, society members, employees, volunteers, board members, and contractors. Chimo maintains a Privacy Officer who is responsible for the agency's compliance with this policy.

### Purposes for Collection, Use & Disclosure of Personal Information

Collecting personal information is essential in order to be able to meet the needs of clients, donors, employees, volunteers and / or other authorized third parties. While the personal information CHIMO collects may come directly from the individual to whom the information relates, it may also be provided through other third parties (for example, referral sources).

Personal information may be used:

- To determine eligibility for services
- To understand and assess clients' ongoing needs and offer services and/or referrals that would best meet those needs
- For billing and accounting purposes
- To administer payroll, benefits and other services to employees
- To comply with legal and regulatory requirements
- To administer programs and services with volunteers, employees and clients
- To comply with contractual obligations with funders
- To communicate for purposes related to the work of the organization
- To recognize contributions to the work of the organization

Personal information may also be used for other purposes, subject to Chimo's obtaining prior consent for such use.

### Disclosure of Personal Information to Third Parties

The only circumstances under which personal information may be disclosed to third parties is for the fulfillment of purposes identified above, or as required by law. When personal information is disclosed to third parties, Chimo shall ensure that appropriate security measures are in place to protect its transfer and use.

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### **Limiting Collection, Use, Disclosure & Retention of Personal Information**

Chimo collects personal information only for the purposes identified above.

Any information collected for purposes not identified above shall be done only by consent of the parties involved.

Chimo shall neither use nor disclose personal information for any purpose other than that for which it was collected, except with consent or as required by law.

Personal information shall be retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

Chimo shall make all reasonable efforts to ensure that personal information is as accurate, complete and current as required for the purposes for which it was collected.

### **Security of Personal Information**

Chimo protects personal information with appropriate security safeguards, including physical, administrative and electronic security measures.

### **Access to Personal Information**

Individuals from whom Chimo has collected personal information have the right to access their personal information that is under the control of Chimo Community Services. In some exceptional situations, Chimo may not be able to provide access to certain personal information that it holds. If access cannot be provided, Chimo shall notify the individual in writing of the reasons for the refusal. A response to a request for access to personal information shall be provided within 30 days of receipt of the request.

### **Concerns or Questions Regarding Privacy**

Questions or concerns regarding this policy and / or Chimo's compliance with it should be directed to:

Executive Director  
Chimo Community Services  
120-7000 Minoru Blvd.  
Richmond, BC V6Y 3Z5  
(P) 604-279-7077  
(F) 604-279-7075  
(E) [chimo@chimoservices.com](mailto:chimo@chimoservices.com)