

# GTVCCA Confidentiality Policy

POLICY #04

DATE OF INSTITUTION: 2022-01-24

## Objective:

The purpose of this policy is the preservation of privileged information and to enhance public confidence in the integrity of the operation of the GTVCCA

## Definitions:

**Confidentiality:**

duty of an individual or organization to refrain from sharing personal details about individuals with others, unless those individuals have given permission or it’s absolutely necessary.**1**

Examples of confidential information includes but is not limited to:

* Personal information of members, employees or Board of Directors such as their name, address, email, or phone number will not be given to persons who are not members of the GTVCCA unless specific written authorization is given by the individual.
* Any electronic or hard copy of documents marked “confidential” including minutes, correspondence, or committee records.
* Any document which contains personal individual or family information regarding a complaint or a response to a complaint.
* Any document which contains information which is kept in a password protected digital file or a locked cabinet.
* Any other document marked confidential by the sender. The sender will use discretion to identify what should be designated confidential in addition to the documents listed.
* Any verbal discussion of a confidential nature .

## Description of Policy:

GTVCCA is entrusted with information that is of a confidential nature and to be in compliance with privacy legislation, GTVCCA will maintain confidentiality and limit disclosure of such information. All records containing confidential information created or received by individuals will be protected against unauthorized access, collection, use, disclosure, retention or disposal through the use of reasonable security measures and effective records management. Protection of confidential information protects all individuals but also protects GTVCCA, its members, employees or Board of Directors from the consequences of a breach of confidentiality which include dealing with the ramifications of lawsuits, loss of business relationships, and employee termination.

## Process:

* Before or upon assuming their official duties, all individuals will read and sign the appropriate confidentiality agreement and agree to abide by the standards as defined in this policy.
* It is the policy of GTVCCA that board members and employees of GTVCC will not disclose confidential information belonging to, or obtained through their affiliation with GTVCC to any person, including their relatives, friends, and business and professional associates, unless the individual has authorized disclosure. This policy is not intended to prevent disclosure where disclosure is required by law.
* Employees and Board Members are responsible for ensuring the privacy of confidential information and for exercising discretion in the handling of written, electronic and verbal communication of such information.
* Individuals will not knowingly, or willfully, directly or indirectly, misuse, disclose or disseminate to any third party any confidential information belonging to the Society which the individual acquired in connection with or as a result of their employment or engagement with the GTVCCA.
* All records containing confidential information created or received by individuals must be protected against unauthorized access, collection, use, disclosure, retention or disposal through the use of reasonable security measures and effective records management.
* Board members and employees are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view.

## Disclosure of Confidential Information:

At all times, judgment and discretion must be used when asked to disclose confidential information. Unless required in the fulfillment of duties or with prior authorization, disclosure of confidential information to individuals outside the GTVCCA who are not authorized to receive such information, is strictly prohibited unless required by law.

## Breach of Confidentiality:

* All individuals must comply with the following standards. Failure to do so will be considered a breach of confidentiality
* Individuals must not place themselves in a position of obligation to persons who might benefit or appear to benefit from disclosure of confidential information.
* Individuals must not benefit or appear to benefit from the use of information not generally available to the public and which was acquired during the course of their official Society duties.
* Individuals must consult with the coordinator or other board members when they are requested to provide any information which may breach the confidentiality standards defined in this policy.
* Individuals who receive unsolicited information, misdirected mail, or who have access to confidential information without authorization must notify the coordinator immediately.
* Any person working for/engaged with the Society, who for any reason, deliberately accesses or misuses confidential information not required in the performance of their duties is in breach of confidentiality, whether or not the information is disclosed to another person(s).
* Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, up to and including termination of employment or removal from the board.

## Application:

This policy applies to all members, employees, members of the board, and third party service providers. The duty to preserve the confidentiality of information extends beyond, and continues after employees or board members active participation in the role they were hired or volunteered for. Upon separation of employment and at the end of a board member’s term, they shall return all documents, papers, and other materials that may contain confidential information. Failure to adhere to this policy will result in disciplinary action

## Annual Review

This policy will be reviewed annually. All Staff and Members will have access to a copy.

| Annual Review Date: | Reviewed By: |
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## References:

1. Online Dictionary

## Resources

Red Cross

https://www.redcross.ca/crc/documents/About%20us/Policies/Confidentiality-Policy.pdf

GTVCCA Code of Conduct

Council of Nonprofits

www.councilofnonprofits.org/sites/default/files/documents/SAMPLE%2520Confidentiality%2520Agreements.pdf&ved=2ahUKEwj6tKOY5ujyAhW1CTQIHWTSA7MQFnoECCwQAQ&usg=AOvVaw3MWu5KHDWFPm2tqjR601Fx&cshid=1630878928108