

## Privacy Commitment

Section:	Operations
Policy:	1.7 Privacy Commitment
Approved:	November 2013
Reviewed:	October 2023; February 2024

### Privacy Commitment

Respecting privacy and personal information is integral to our commitment to our people supported, employees, volunteers, and contractors. This includes information in support plans, medical and benefits information, employment files, performance appraisals, and 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.

### The Personal Health Information Act (PHIA)

VOI is committed to privacy and compliance with the Personal Health Information Act (PHIA), including confidentiality, integrity, and availability of each person supported, employee, volunteer, and contractor's personal health information.

All VOI staff complete PHIA training to understand the importance of safeguarding sensitive health records. Access to any personal health information is restricted to authorized personnel, and protocols are in place to prevent unauthorized disclosure or breaches. Safeguards and security measures are updated regularly to align with evolving best practices, and periodic reviews and audits ensure ongoing adherence to PHIA standards.

### 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. VOI's annual personal information management practices 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 person supported, employee, volunteer, donor or contractor are required to collect, use, or disclose personal information except where inappropriate.
4. VOI will limit personal information collection to what 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 individual's consent or as required by law. VOI will retain personal information only as long as necessary to fulfil 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 by using security safeguards appropriate to the sensitivity of the information. This includes not communicating any personal information through SMS text message, and instead through Microsoft Teams or VOI email as they have the safeguards in place to protect the information.
8. VOI will make information about its Policies and Procedures for managing personal information readily available.
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.
10. An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
11. An individual can address a challenge concerning compliance with the above principles, to the person accountable for VOI's Privacy Principles. The VOI Privacy Coordinator is the most senior ranking employee of VOI, the Executive Director.