



## **Wellness Services Inc.**

### **Personal Information Protection Policy**

Wellness Services Inc. (Wellness) is committed to safeguarding the personal information entrusted to us by our clients. We manage your personal information in accordance with the US Protection of Personal Identifiable Information and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information.

This policy applies to Wellness Services Inc. and to any person providing services on our behalf. A copy of this policy is provided to any client on request.

#### **What is personal information?**

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, demographic information, marital or family status, an identifying number, financial information, educational history, etc.

#### **What personal information do we collect?**

We collect only the personal information that we need for the purposes of conducting agency related business the purposes, including personal information needed to:

- enroll clients in a program(s)
- conduct prevention, harm reduction, medical care, and/or case management services
- conduct community linkages
- providing internships
- facilitating community/provider education or trainings
- providing volunteer opportunities
- organizing committees

We normally collect client personal information directly from our clients. We may collect your information from other persons with your consent or as authorized by law.

We inform our clients, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose.

#### **How do we use and disclose personal information?**

We use and disclose client personal information only for the purpose for which the information was collected, except as authorized by law. For example, we may use client conduct case management services.

If we wish to use or disclose your personal information for any new business purpose, we will ask for your consent. We may not seek consent if the law allows this.



## **What is personal employee information?**

Personal employee information is personal information about an employee or volunteer which is collected, used, or disclosed solely for the purposes of establishing, managing or terminating an employment relationship or a volunteer work relationship. Personal employee information may, in some circumstances, include a Social Insurance Number, a performance review, etc.

We can collect, use and disclose your personal employee information without your consent only for the purposes of establishing, managing or ending the employment or volunteer relationship. We will provide current employees and volunteers with prior notice about what information we collect, use or disclose and our purpose for doing so.

## **What personal employee information do we collect, use and disclose?**

We collect, use, and disclose personal employee information to meet the following purposes:

- Determining eligibility for employment or volunteer work, including verifying qualifications and references
- Establishing training and development requirements
- Assessing performance and managing performance issues if they arise
- Administering pay and benefits (paid employees only)
- Processing employee work-related claims (e.g., benefits, workers' compensation, insurance claims) (paid employees only)
- Complying with requirements of funding bodies (e.g., grants)
- Complying with applicable laws (e.g., State and Federal Tax)

We only collect, use and disclose the amount and type of personal employee information that is reasonable to meet the above purposes. The following is a list of personal employee information that we may collect, use and disclose to meet those purposes.

- Demographic information such as your name, home address, telephone number
- Criminal background checks
- Employment or volunteer information such as your resume (including educational background, work history and references), reference information and interview notes, letters of offer and acceptance of employment, policy acknowledgement forms, background verification information, workplace performance evaluations, emergency contacts, etc.
- Benefit information such as forms relating to applications or changes to health and insurance benefits including medical and dental care, life insurance, short- and long-term disability, etc. (paid employees only)



- Financial information, such as paycheck deposit information and tax-related information, including Social Insurance Numbers (paid employees only)
- Other personal information required for the purposes of our employment or volunteer relationship

We will inform our employees and volunteers of any new purpose for which we will collect, use, or disclose personal employee information, or we will obtain your consent, before or at the time the information is collected.

We will obtain your consent to collect, use and disclose your personal information for purposes unrelated to the employment or volunteer relationship (e.g., such as providing you with information about our workplace charity program).

### **What information do we provide for employment/volunteer references?**

In some cases, after your employment or volunteer relationship with us ends, we will be contacted by other organizations and asked to provide a reference for you. It is our policy not to disclose personal information about our employees and volunteers to other organizations who request references without consent. The personal information we normally provide in a reference includes:

- Confirmation that an individual was an employee or volunteer, including the position, and date range of the employment or volunteering
- General information about an individual's job duties and information about the employee or volunteer's ability to perform job duties and success in the employment or volunteer relationship

### **How do we safeguard personal information?**

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records, and permanently deleting electronic records.

We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

### **Access to records containing personal information**



Individuals have a right to access their own personal information in a record that is in the custody or under the control of Wellness Services Inc., subject to some exceptions. For example, organizations are required under the Personal Information Protection Act to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.

You may make a request for access to your personal information by writing to Dionne Ziegler via email [dziegler@wellnessaids.org](mailto:dziegler@wellnessaids.org). You must provide sufficient information in your request to allow us to identify the information you are seeking.

You may also request information about our use of your personal information and any disclosure of that information to persons outside our organization. In addition, you may request a correction of an error or omission in your personal information.

We will respond to your request within 45 calendar days, unless an extension is granted. We may charge a reasonable fee to provide information, but not to make a correction. We do not charge fees when the request is for personal employee information. We will advise you of any fees that may apply before beginning to process your request.

### **Questions and complaints**

If you have a question or concern about any collection, use or disclosure of personal information by Wellness Services Inc., or about a request for access to your own personal information, please contact Dionne Ziegler ([dziegler@wellnessaids.org](mailto:dziegler@wellnessaids.org)).