



STATEMENT AND PURPOSE

Jewish Family Service Agency (JFSA) respects and upholds an individual's right to privacy and to the protection of his/her personal information. JFSA is committed to ensuring compliance with applicable privacy legislation.

IMPLEMENTATION

Accountability

JFSA is accountable for the personal donor, client, employee, member and volunteer information under its control. JFSA has appointed a privacy officer, the Associate Executive Director, who is responsible for the organization's compliance with this Policy.

Purposes for Collection, Use, and Disclosure

- a) JFSA collects and uses personal information about donors and members for the following purposes:
 1. Issuing tax receipts
 2. Thanking donors for their contribution and support
 3. Inviting donors to continue to support the organization
 4. Identifying members and donor preferences

- b) JFSA collects and uses personal information about clients for the following purposes:
 1. Assessing client needs and providing for these needs
 2. Determining service eligibility

- c) JFSA collects and uses personal information about volunteers for the following purposes:
 1. Thanking volunteers for their dedication and support
 2. Inviting volunteers to continue supporting the organization
 3. Identifying volunteer preferences
 4. Dealing with medical/emergency situations when necessary

- d) JFSA collects and uses personal information about employees following purposes:
 1. Issuing pay cheques
 2. Providing benefits to employees
 3. Dealing with medical/emergency situations when necessary

JFSA identifies the reasons for collecting personal information before or at the time of collection. If any new purpose develops, JFSA will obtain individual consent before using the personal information for this new purpose. Purposes are limited to what a reasonable person would expect under the circumstances.

Disclosure of Information to Third Parties

The only circumstance under which personal information may be disclosed to third parties is for the fulfillment of any purposes identified above, or as required by law. If personal information is disclosed for the fulfillment of any purposes identified above, JFSA will ensure that appropriate security undertakings, such as confidentiality clauses in contractual agreements, are employed to protect the transfer and use of personal information. JFSA does not sell, trade, or rent information to third parties.

Consent to Collection, Use, and Disclosure for Clients

JFSA will always seek consent when collecting, using, disclosing personal information. Consent may be withdrawn at any time, subject to contractual or legal restrictions and reasonable notice.

Consent to Collection, Use and Disclosure for Donors, Members, Employees & Volunteers

In certain circumstances (i.e., making a donation, agreeing to the terms of employment or volunteering) JFSA will assume consent to the collection, use, and disclosure of personal information unless notified otherwise.

Consent can be withdrawn at any time, subject to contractual or legal restrictions and reasonable notice.

Limiting Collection

JFSA collects donor, client, employee, member and volunteer personal information only for the purposes identified above.

Limiting Use, Disclosure, and Retention

JFSA does not use or disclose personal information for any purpose other than those for which it was collected, except with consent or as required by law.

Personal information is retained only as long as is necessary for the fulfillment of the pur-

poses for which it was collected, or as required by law or best clinical practice. Guidelines are in place for retaining and destroying personal information.

Accuracy

JFSA will 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. JFSA will correct or amend any personal information if its accuracy and completeness is challenged and found to be deficient.

Openness

JFSA regularly reviews its privacy practices and may amend the policy from time to time. If substantial changes are made in the way JFSA uses personal information, a notification will be placed on the website – www.jfsa.ca.

Safeguards

JFSA protects personal information against loss or theft with appropriate security safeguards. Safeguards include physical, administrative, and electronic security measures. Information is safeguarded from unauthorized access, disclosure, copying, use or modification.

Access

Donors, clients, employees, members and volunteers have the right to access their personal information under the control of JFSA. The Privacy Officer will assist with any access request. In certain exceptional situations, JFSA may not be able to provide access to certain personal information that it holds about an individual. If access cannot be provided, JFSA will provide notification, in writing, of the reasons for the refusal.

Concerns or Questions Regarding Jewish Family Service Agency's Compliance

Questions or concerns regarding JFSA's compliance with this policy should be directed to the JFSA Privacy Officer, at 604.257.5151 or info@jfsa.ca.

JFSA will inform complainants of avenues of recourse. These include JFSA's own complaint procedure, regulating bodies and the Privacy Commissioner of BC. JFSA will investigate all complaints received in writing.

ADDENDUM

Defining Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinion or belief. As well as facts about, or related to the individual. Exceptions, which are not considered personal information, include business contact information and certain publicly available information such as names, addresses and telephone numbers published in telephone directories.

Where an individual uses his or her home contact information as business contact information, we consider that the contact information and not therefore subject to protection as personal information.

JFSA includes a privacy protection clause in contracts to guarantee that third parties provide the same level of protection as Jewish Family Service Agency.



Jewish Family Service Agency

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