

PRIVACY POLICY

INDEX

- 1 Privacy Statement
- 2 Clarifications
- 3 Privacy Officer
- 4 Principles guiding activities
- 5 Internet Privacy Statement

1 Privacy Statement

“The Volunteer Bureau of Leeds and Grenville respects everyone’s privacy and will work diligently to ensure all personal information provided to us remains accurate, confidential and secure. We have physical, electronic and procedural safeguards to protect collected information. We provide your personal information only to staff or fellow volunteers who need it for purposes that have been disclosed or otherwise made known to you. We treat all information with respect and discretion. We do not disclose your personal information to anyone, except as allowed or required by law.”

This statement and the policy which follows are made in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA), federal legislation passed in January 2001. The purpose of the Act is to “establish, in an era in which technology increasingly facilitates the circulation and exchange of information, rules to govern the collection, use and disclosure of personal information in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of organizations to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.”

2 Clarifications

- Personal information includes home and e-mail addresses, home phone numbers, social insurance number, race, age, marital status, religion, work history, assets, health or financial status but does not include name, title, business address and phone number.
- The personal information that is collected pertains to staff, volunteers, board members/directors of the Volunteer Bureau of Leeds and Grenville.
- Generally, this information is collected in paper or electronic files.
- This Privacy Policy is expanded for our web site by an Internet Privacy statement.

3 Privacy Officer

The Volunteer Bureau of Leeds and Grenville has designated its Executive Director as the Privacy Officer for the agency. This person will work in conjunction with the Personnel, Policy and Procedures Committee to ensure that privacy policies and procedures are reviewed regularly; that these policies and procedures are communicated to staff and volunteers; that staff and/or volunteers are trained to manage and protect privacy; that appropriate documents are developed for disseminating privacy information; and that forms are prepared for responding to enquiries and complaints.

4 Principles Guiding Activities

1. Accountability: The Volunteer Bureau is responsible for the personal information under its control and designates its Executive Director to be responsible for the organization's compliance. This Privacy Officer will understand the policies and procedures and deal with complaints. If there is a breach of the Privacy Policy, it will be presented to the Personnel, Policy and Procedure Committee and then to the Board of Directors for disciplinary action.
2. Purpose: of the collection of personal information is for the selection and referral of volunteers for the volunteer activities throughout Leeds and Grenville and for the selection and use of volunteers in the Volunteer Bureau activities.
3. Consent: The knowledge and signed consent of the volunteer or organization is required before collection, use or disclosure of personal information about the individual or organization. Both the Volunteer Application Forms and Agency Registration Forms include the Bureau's Privacy Statement (see above).
4. Limiting Collection: The information collected can only be used for the specific purposes as listed in (2.) and can only be used for those purposes. Information cannot be collected by misleading or deceiving the individuals about the purpose for which it is intended.
5. Limiting Use and Disclosure: Personal information can only be used, disclosed and retained for the purposes for which it was collected. If new purposes develop, then new consents are required. Information must not be retained longer than need for specific purposes.
6. Accuracy: Personal information shall be accurate, complete and up to date. Reviews of this personal information should be done annually.
7. Safeguards, Retention and Destruction of Personal Information:
 - Information collected by the Bureau will not be altered or copied in any manner and will be kept in a locked filing cabinet or safeguarded on the computer by a password. Only after signing the Bureau's confidentiality statement can volunteers have access to personal information.
 - In addition, all volunteers of the Bureau and its programs need to successfully pass a Police Check Criminal records test in the current year in which they have access to the information.
 - The information shall be destroyed (shredded/mulched/deleted) after use or maintained in such a manner to prevent unauthorized access. Passwords will be in place to all e-mail accounts/computers and only shared with necessary board members, office/program volunteers.
8. Openness: The bureau's privacy policies must be made available to anyone upon request to the Privacy Officer.

9. Individual Access: There shall be no discrimination or disclosure of information to any other agency, body, business, or organization other than the agreed upon agency/organization. Individuals have the right to know what personal information about them has been collected, how it is being used, to whom it is being disclosed, and to challenge the accuracy and completeness and have it corrected. Upon written request to the Privacy Officer, individuals may have access to review their own files.
10. Challenging Compliance: Individuals should be able to address any challenges concerning compliance to the Bureau's Privacy Officer who is accountable for the Bureau's compliance.

5 Internet Privacy Statement

The following statements will be posted on the Bureau's web site:

- Commitment: The Volunteer Bureau of Leeds and Grenville (the Bureau) is committed to respecting your privacy and protecting your personal information. We are committed to protecting your privacy whether you are browsing for information or if you are voluntarily disclosing information by filling out one of our on-line forms. At times we may request that you voluntarily supply us with personal information such as e-mail address, postal address, phone numbers. You do have a choice and may choose to communicate with us by telephone, fax, mail or in person.
- Collection and use of information: is governed by the Bureau's Privacy Policy as stated below. Web site visitor information is used for internal use only and names, etc are never sold or exchanged.
- Security: The Bureau takes your privacy and security seriously. This site has security measures in place to protect the loss, the misuse and the alteration of the information under our control. The Bureau makes every effort to ensure the secure collection and transmission of sensitive user information. However, your confidential use of this site cannot be guaranteed. The Bureau shall not be responsible for any harm that you or any other person may suffer as a result of a breach of confidentiality in respect to your use of this site or any information you transmitted to this site.
- External Links Disclaimer: There may be web sites linked to and from this site that are operated and created by or for other organizations. Those organizations are solely responsible for the operation and information (including the right to display such information) found on their respective web sites. The linking to and from other sites does not imply on the part of the Bureau any endorsement or guarantee of any of the organizations or information (including the right to display such information) on their respective web sites.
- Restrictions of Liability: The Bureau shall not be liable for any damages or injury caused by, any failure of performance, error, omission, defect, delay in operation or transmission, computer virus, line failure, or any cause beyond the Bureau's reasonable control.

SECTION VII

- Copyright Information: The copyrights to materials posted on this site are owned by or licensed to the Bureau. All right reserved. The names or trademarks appearing on this site may not be used in any advertising or publicity without the Bureau's or the owner's prior written consent.
- Information Accuracy: We make every effort to ensure that the information presented on our web site is correct and accurate. However, if inaccuracy should occur, we will make every effort to make a correction in a timely manner. To report any web site inaccuracies or to request answers to questions about our internet privacy policy please e-mail or write us at the address on our 'Contact Us' page.