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| Approved by:                                 | Dated:                         |

## PRIVACY STATEMENT / POLICY

### 1.0 Immigrant Women Services Ottawa (IWSO) Mandate

- To empower immigrant and visible minority women in the City of Ottawa to participate in the elimination of all forms of abuse against women.
- To provide culturally responsive crisis counseling service and a language interpretation service which will facilitate an abused woman's accessibility to community and mainstream services.
- To provide other services and/or programs which will assist immigrant women in their journey to attain their full potential.

### 2.0 Privacy Statement

IWSO is a not-for-profit community organization with a volunteer board of directors and professional staff. IWSO is committed to protecting the privacy of personal information of its employees, clients, volunteers and donors. For the purpose of this Statement/Policy, "personal information" means any information about an identifiable individual, and includes the following:

- i) Members of the Board of Directors ---. Information relating to identity, age, gender, address, telephone number, e-mail address, date of birth, and employment
- ii) Staff (including contractual staff) ---. Information relating to identity, nationality, age, gender, address, telephone number, e-mail address, Social Insurance Number, date of birth, family composition, education, employment and health history, as well as a Criminal Reference Check.
- iii) Clients ---. Information relating to identity, nationality, age, gender, address, telephone number, e-mail address, Social Insurance Number, date of birth, marital status/family composition, education employment and health history.
- iv) Students---. Information relating to identity, nationality, age, gender, address, telephone number, e-mail address, Social Insurance Humber, date of birth, education, employment and health history, as well as a Criminal Reference Check
- v) Volunteers ---. Information relating to identity, nationality, age, gender, address, telephone number, e-mail address, Social Insurance Number, date of birth, education employment and health history, as well a Criminal Reference Check

This privacy policy has been developed to comply with Canada's Personal Information Protection and Electronic Document Act (PIPEDA). PIPEDA sets out the rules for collection, use and disclosure of personal information in the course of commercial activity as defined in the ACT.

### 3.0 The Ten Principles of PIPEDA Summarized

IWSOs Privacy Statement reflects our compliance with fair information practices, applicable laws and standards of practice. Below are the 10 principles of PIPEDA, their definitions, and now IWSO applies the principles.

1. **Accountability.** Organizations are accountable for the personal information they collect, use, retain and disclose in the course of their commercial activities, including, but not limited to, the appointment of a Chief Privacy Officer.

IWSO takes its commitment to securing your privacy very seriously. Each staff member associated with IWSO is responsible for the personal information under her control. Our staff members are informed about the importance of privacy and receive periodic updates regarding the Privacy Policy and related issues. The Executive Director or her designate is the Privacy Officer for IWSO.

2. **Identifying Purposes.** Organizations are to explain the purposes for which the information is being used at the time of collection and can only be used for those purposes.

IWSO asks for information only as necessary. We obtain our information directly from you. You are entitled to know how we use your information.

3. **Consent.** Organizations must obtain an Individual's express consent when they collect, use, or disclose the individual's personal information;

You have the right to determine how your personal information is used and disclose.

4. **Limiting Collection.** The collection of personal information must be limited to only the amount and type that is reasonably necessary for the identified purposes.

IWSO collects information by fair and lawful means and collects only that information which may be necessary for purposes related to our being able to respond to your needs.

5. **Limiting Use, Disclosure and Retention.** Personal information must be used for only the identified purposes, and must not be disclosed to third parties unless the Individual consents to the alternative use or disclosures, or as the law requires.

The information IWSO requests is used for the purposes outlined above. We retain your information only for the time it is required for the purposes we describe. The information is kept on file for 10 years from the date of your first visit to IWSO, and once it is no longer required, it will be destroyed.

6. **Accuracy.** Organizations are required to keep personal information in active files which are accurate and up-to-date.

**IWSO** tries to ensure that any personal information provided by the individual in his or her active file(s) is accurate, current and complete as is necessary to fulfill the purposes for which the information has been collected, used, retained and disclosed. Please inform IWSO in writing of any change in your personal information.

7. **Safeguards: Protecting your information.** Organizations are to use physical, organizational, and technological safeguards to protect personal information from unauthorized access or disclosure.

**IWSO** protects personal information with appropriate safeguards and security measures. Client files remain in the office unless required by law to be removed.

8. **Openness.** Organizations must inform their clients and train their employees about their privacy policies and procedures.

**IWSO** will keep you informed of any changes to this Privacy Policy. If you have questions or concerns about privacy, please contact the Executive Director or her designate.

9. **Individual Access and Correction.** An individual has a right to access personal information held by an organization and to challenge its accuracy if need be.

**IWSO** will give you access to the information we retain about you at your request. You should address your request in writing to the Executive Director or her designate.

10. **Provide Recourse.** Organizations are to inform clients and employees of how to bring a request for access, or complaint, to the Chief Privacy Officer, and respond promptly to a request or complaint by the individual.

**IWSO** encourages you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. You should address your questions or concerns in writing to the Executive Director or her designate.

#### 4.0 Application

This Privacy Policy applies to IWSO Board of Directors, employees (including contracted employees), clients, students and volunteers. As well, IWSO ensures that contractors sign confidentiality agreements prior to any transfer of an individual's personal information.