

Policy # & Name	1.0.10 CONFIDENTIALITY				
Policy Type	1.0 Agency				
Created:	AUG 2019	Revised:		Reviewed:	NOV 2021
Board Policy	1.4.3 Confidentiality and Access to Information				

POLICY

CFSPD believes that information about clients, donors, employees, interns, students, members of the Board, and volunteers, is private and every safeguard should be taken to ensure that personal information is kept confidential, in keeping with sound, ethical principles of Human Service practices, The Freedom of Information and Protection of Privacy Act (FIPPA) (Ontario), and the Personal Information Protection and Electronics Documents Act (PIPEDA) (Canada).

PROCEDURE

Staff, interns, students, volunteers, partner agencies, and independent contractors must, at all times, act prudently to ensure that personal information is maintained confidentially.

1. Staff, interns, students, volunteers, partner agencies, and independent contractors who may have access to confidential information are required to sign a *Confidentiality Agreement*.
2. Information regarding persons should not be available on a desk, computer, mail room, photocopier, or any agency location for casual observation.
3. Staff, interns, students, and volunteers will lock desks and file cabinets to guard against unintended access to personal information.
4. Staff, interns, students, and volunteers working offsite must ensure all confidential information is kept secured (i.e., virtual, home office, etc.)
5. Secure password protection must be maintained on all workstations, to access e-mails, computer files and communications devices. Staff, interns, students, and volunteers must log off when away from the computer.
6. Staff, interns, students, volunteers, and relevant contractors must be prepared to answer enquiries regarding protection of personal or organizational information or to direct enquiries to the next level within the Agency.
7. Staff, interns, students, volunteers, and independent contractors must adhere to all relatable CFSPD policies such as *1.0.11 PRIVACY*, *2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*, and *2.1.9 CONFIDENTIALITY & RELEASE / RECEIPT OF CLIENT INFORMATION*.

REFERENCE:

- *Policy 1.0.11 PRIVACY*
- *Policy 2.1.8 SECURITY & RETENTION OF CLIENT RECORDS*
- *Policy 2.1.9 CONFIDENTIALITY & RELEASE / RECEIPT OF CLIENT INFORMATION*
- *Confidentiality Agreement*
- Human Service practices
- Ontario's Freedom of Information and Protection of Privacy Act (FIPPA)
- Canada's Personal Information Protection and Electronics Documents Act (PIPEDA)

NOTE:

Effective January 2022 this policy replaces:

- Operational Policy 2.3 Client Confidentiality