



BOARD POLICY

2.17 Privacy

Purpose

To set out the privacy policy and provide guidelines for its implementation.

Policy

Individual files are legal documents and as such, Sage shall comply with the Health Information Act and Freedom of Information & Protection of Privacy Act.

Documentation in a client file may include:

- Services, resources offered, referrals made.
- Progress made and identified with the client around the case plan.
- Observations, changes in behavior and concerns identified by staff.
- Diagnostic information when made by a registered health professional.

File documentation will not include judgmental comments.

Whenever a commercial activity is undertaken, Sage shall follow government legislation protecting consumer/donor rights as defined by the Personal Information Protection Act. (PIPA).

Sage shall comply with Canada's anti-spam legislation (CASL) when communicating electronically (e.g. by email).

Names of persons gathered shall be used only for the purpose that was originally intended. Clients/members/donors shall be given the opportunity to agree or disagree to having their names used for anything other than the original intent.

Confidentiality

All staff, volunteers, and Directors shall sign a Confidentiality Agreement while working with Sage and shall follow the terms of Policy 7.4.6 Confidentiality and Release of Information.

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| Established: | June, 2004 | Approved By: | Board |
| Latest Revision: | June, 2018 | Implementation | Administration |
| Next Review: | June, 2023 | Authority: | |

Complaints

Complaints from individuals who are not satisfied with Sage's privacy policies and controls should first follow Sage's Complaints procedure detailed in policy 3.29 Complaints. Should their privacy concern not be addressed through this procedure, they should be referred to:

Office of the Information and Privacy Commissioner of Alberta
410, 9925 104 St
Edmonton, AB T5J 2J8
Phone: (780) 422-6860
Fax: (780) 422-5682