

 Rainy River District Social Services Administration Board	SECTION: Human Resources
	POLICY TITLE: Privacy Complaint
ORIGINAL DATE: December 16, 2004	POLICY AREA: Privacy/Access
REVISION DATE: December 17, 2015	POLICY NO: HR-6.2
NEXT REVIEW DATE: December, 2019	APPROVED BY: Board Res. #100/15

Policy

The Rainy River District Social Services Administration Board (RRDSSAB) makes every reasonable effort to ensure that personal information is protected and confidentiality maintained, in compliance with relevant legislation.

The RRDSSAB is committed to collecting, using and disclosing information responsibly and will ensure that safeguards are in place to ensure accountability. In the event that a privacy violation complaint is received, the RRDSSAB will endeavour to resolve complaints in a timely manner, and take appropriate measures to alleviate recurrences.

The RRDSSAB investigates all privacy violation complaints. If a complaint is found to be justified, the RRDSSAB will take appropriate measures, including disciplinary action and/or amendment of its policies and practices, if warranted.

Procedure

1. All privacy or private health information complaints relating to the collection, use, disclosure, storage and disposal of personal information must be forwarded to the Privacy Officer, in writing, using the *Privacy Complaint Form*. Within thirty (30) days of the request being made, the Privacy Officer advises the complainant and Chief Administrative Officer (CAO) as to the action that has been taken.

Each complaint will be assessed to determine whether:

- a) correction of personal information is necessary;
- b) Information was collected, used, released or disposed of inappropriately;
- c) the RRDSSAB policies and procedures need to be reviewed and/or revised to alleviate recurrences; and/or
- d) disciplinary or other action needs to be taken with respect to a breach of a confidentiality agreement.

In the event that a resolution is not reached within thirty (30) days, the Privacy Officer will keep the complainant informed as to the progress of the investigation on an ongoing basis, until a resolution is reached.

The Privacy Officer will make the necessary recommendations to the Chief Administrative Officer, in connection with the resolution of the complaint.

Individuals may complain to the Information and Privacy Commissioner of Ontario, when they have reason to believe that the RRDSSAB has breached their privacy.

2. It is a breach of confidentiality to:

- a) discuss any confidential information within or outside the organization where it may be heard by individuals who are not authorized to have access to that information;
- b) provide confidential information or records to unauthorized individuals; and/or
- c) leave confidential information in written form or displayed on a computer terminal in a location where it may be viewed by unauthorized individuals.

A breach of confidentiality may be grounds for staff to be disciplined or terminated, per Policy *HR-3.3: Employee Conduct and Performance*.

A breach of his/her confidentiality obligation may be grounds for a Board member to be removed as a member of the RRDSSAB.

Should a breach of confidentiality be found to have occurred, the Privacy Officer adheres to policy *HR-6.4: Privacy Breach Protocol*.