



Privacy and Confidentiality

Ancaster Community Services is committed to protecting the privacy of its employees, clients/customers and confidential business information. This policy is designed to explain how we expect our employees, volunteers, contractors, subcontractors or anyone else who is granted access how to treat confidential information. You will unavoidably receive and handle personal and private information about clients, partners and our organization. We want to make sure that this information is well-protected.

We must protect this information for main reason of being legally binding (e.g. sensitive client information).

Confidential and proprietary information is secret, valuable, expensive and/or easily replicated.

Examples of confidential information are:

- Unpublished financial information
- Personnel files - includes race, ethnic origin, colour, age, marital status, family status, religion, education, medical history, criminal record, employment history, financial status, address, telephone number, and any numerical identification, such as Social Insurance Number
- Customers/Vendor Data
- Client lists
- Data entrusted to our company by external parties
- Pricing/marketing and other undisclosed strategies
- Documents and processes explicitly marked as confidential

What employees should do:

- Be familiar and follow all procedures regarding collection, use, and disclosure of personal information as set out in this policy
- Lock/secure personal, privileged confidential information /documents at all times – such as computer monitors & passwords protection
- Shred unwanted confidential documents
- Ensure the viewing of confidential information is done on secure devices
- Obtain the proper consents and authorizations prior to disclosure of information contained in employee records or any information deemed privileged/confidential
- May request access to review their file by making a written request to Ancaster Community Services and may obtain a copy of any document in their file which they have signed previously
- Provide in writing any updates or correction of their personal file to Executive Director
- Complete and sign & date “Authorization to Release” (Appendix A) for third Party requests for disclosure of their personal information Client Information
- Immediately report any breaches of confidentiality to the Executive Director

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What employees shouldn't do:

- Use confidential information for any personal benefit or profit
- Disclose confidential information to anyone outside the organization or without authority
- Replicate and store confidential information on insecure devices
- Share personal passwords
- Leave any confidential or privileged information unattended or unsecured

ACS will:

- Ensure policies and procedures regarding collection, use and disclosure of personal information are consistently adhered to
- Take measures to ensure that confidential information is well protected
- Authorize a representative of Ancaster Community Services access and be present during viewing of the file
- Will respond to requests for disclosure after the proper release is obtained
- Securely store confidential /sensitive documents
- Encrypt electronic information and safeguard databases
- Have employees/volunteers etc. sign non-compete and/or non-disclosure agreements
- Set authorization levels to allow employees to access certain confidential information
- Obtain any personal, privileged, confidential or client information prior to employee termination
- Be accountable for the implementation of this policy
- Will thoroughly investigate all breaches of this policy

Disciplinary Consequences

Those who do not respect our confidentiality policy will face disciplinary and, possibly, legal action. Any/all breaches of this policy will be investigated. Those who willfully or regularly breach ASC's confidentiality guidelines for personal profit will be terminated. Unintentional breaches of this policy may result in disciplinary actions depending on its frequency and seriousness. When employment ends, employees are obliged to return any confidential files and delete them from their personal devices (if applicable). This policy is binding even after separation of employment.



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APPENDIX A

AUTHORIZATION TO RELEASE INFORMATION

Date of request_____

I, _____, hereby authorize Ancaster Information and Community Services
Inc. to release information regarding

to_____.

I agree to hold Ancaster Community Services harmless for the way in which the requesting entity uses
the information.

Employee's Signature