

Personal Information Policy

1. Purpose

1.1 Caregivers Nova Scotia Association is committed to protecting and keeping confidential the Personal Information of caregivers we support and other stakeholders and their families. This Policy applies to Personal Information that is observed, collected, retained, used or disclosed through the provision of our services and the Confidential Information of the Association.

2. Definitions

“Board Member” means any person who is serving on the Board of Directors including the Chairperson.

“Business Information” is business contact information and other publicly available information such as names, addresses and telephone numbers are not Personal Information.

“Caregiver” is any person who contacts the Association seeking assistance or referral services.

“Employee” means any staff member of the Association including the Executive Director and any interns or student placement.

“Personal Information” is any and all information about an identifiable individual whether oral, written, typed, or electronic. This information may include, but is not limited to, factual information about an individual, information about an individual's beliefs or opinions, descriptive information about a person's mental or physical health, opinions developed about an individual as a result of access to confidential information, and all information not in the public domain which is reasonably connected to an identifiable individual.

“Volunteer” means any person who is donating their time to the Association.

3. Application

3.1 This Privacy Policy applies to all employees, independent contractors of the Association, volunteers and the members of its Board of Directors.

4. Scope

The Association is committed to protecting the privacy of the Personal Information of its employees, the caregivers we support and other stakeholders. Personal Information is frequently gathered and used by the Association in the course of our projects, referrals, and to provide support services. Those members of the public who divulge their Personal Information to us expect that we will protect it and that we will only use that information for the purposes to which they have consented. The Association values the trust of its caregivers we support and other stakeholders and the community. The Association intends to be transparent and accountable in how Personal Information that caregivers we support and other stakeholders choose to share with the Association.

5. Collection and Use of Personal Information

5.1 Personal Information may be collected, retained, used, or disclosed for any reason provided the individual consents to such collection, retention, use or disclosure. The collection of Personal Information should be limited to that which is necessary for the uses identified in this Policy.

6. How is Personal Information Used?

6.1 Personal Information will be used to facilitate the provision of services.

6.2 Personal Information may also be used to inform the individual about support resources, and activities at Caregivers Nova Scotia such as programs, services, special events, and open houses.

7. Non-Disclosure

7.1 Personal Information may only be disclosed:

(a) Where the individual has specifically given consent to disclose Personal Information for a designated purpose;

(b) To employees, and agents of Caregivers Nova Scotia who have a reasonable need to know such information for the purpose of their work and are informed of the confidential nature of such information; and

(c) As required by law including, but not limited to a statutory duty or any order of any court, institution or body with jurisdiction or authority to compel the production of information, or in order to protect or defend a legal interest.

8. Storage and Security – Collection, Use, Disclosure

8.1 Caregivers Nova Scotia takes technical, administrative, and physical security steps to ensure the security and confidentiality of Personal Information and Confidential Information. Employees/Board Members and agents of Caregivers Nova Scotia must deal with Personal Information according to the principles and procedures set forth by Caregivers Nova Scotia.