

Privacy Policy

POLICY

Regina Transition House is committed to protecting the privacy of the personal information of its employees, members, clients and other stakeholders.

Regina Transition House is aware that we gather sensitive information from our clients, staff and volunteers. We take deliberate measures to ensure that this information is treated with care and confidentiality.

It is also our policy to not collect any more information than is necessary to meet our organizational goals and the goals of our clients. Further, personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

Regina Transition House is aware that we frequently gather and use personal information from a number of sources other than the women who seek shelter with us, including from our employees, volunteers and donors. Anyone from whom we collect such information should expect that it will be carefully protected.

PURPOSE

- 1) The purpose of this statement of policy and procedures is to clarify our commitment to maintaining the privacy of information that is gathered by Regina Transition House.
- 2) To clarify steps to be undertaken to be taken to safe guard and, where applicable, dispose of personal information we have collected.

DEFINITIONS

Private information: Any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual.

Note: Business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered private information.

PROCEDURE

Client Information

- 1) All information gathered in the course of a client's stay at Regina Transition House is to be kept in strict confidence. This includes all verbal and written correspondence with the client.
- 2) All clients shall be made aware of the need to maintain confidentiality about their stay and the other residents prior to admission to the shelter. They shall also be informed about the limits to confidentiality.

- 3) All clients shall sign a written *Release of Information* form to provide consent prior to staff releasing information about them to another individual or agency.
- 4) All staff and volunteers of Regina Transition House shall sign a written *Oath of Confidentiality* upon commencing duties at the shelter. All staff and volunteers terminating their employment relationship with Regina Transition House shall be reminded that the Oath of Confidentiality extends beyond the end of the employment relationship.
- 5) There shall be no photos taken of women or children in the shelter nor shall their names be published anywhere.
- 6) All written documentation (the log, intake forms, files, client evaluation forms) shall be maintained in a locked filing cabinet when not in use. When staff members are not present, the doors to the office containing the files shall be locked.
- 7) After a client leaves Regina Transition House, her file shall be kept in the secure storage area of the shelter for 7 years. As with all information containing any client information, the file shall be shredded before being disposed of.
- 8) Cardex information (containing client's name, file number and dates of previous stays) shall be the only client information that is kept indefinitely and securely.

Staff and Volunteer Information

- 1) All written staff information shall be maintained in either the employee's business file or the employee's personnel file. This information shall be maintained in a locked file cabinet in either the Executive Director's office or the Administration office. Electronic files containing personnel information are accessible only to the management team and are maintained on a separate network drive.
- 2) All volunteer information shall be held in the Volunteer Coordinator's office. This office shall be locked whenever it is not occupied.
- 3) Personnel files will be securely archived after termination of the employment relationship.

Electronic and Digital Information

- 1) All computers containing personal information are password protected and operate on a secure network. All employees are assigned an individual log-in and all passwords must be changed every 4 months.
- 2) All hand-held devices containing personal information (phone numbers, texts, emails) are password protected.
- 3) Prior to disposal of any device containing personal data (computers, cell phones, discs or other storage devices), the item shall be professionally wiped of data and/or destroyed so that the data cannot be recovered (ie. shred discs)
- 4) Regina Transition House maintains an internal server that is password protected and requires individual log-in. Our server is backed up daily off-site and all of this information is considered private and treated as such. This information remains on-site with the provider in Regina.

Board Information

- 1) All personal information collected from Board members is kept in a locked office.
- 2) Once a Board member resigns, their personal information shall continue to be treated as private and protected as such.

Donor and Member Information

- 1) Donor and member information will be recorded into our database.
- 2) All requests regarding preferences (frequency of contact, requests for anonymity, requests for removal from list, etc.) shall be recorded on the database and will be respected.
- 3) Donor information will not be sold, rented or traded in any fashion.

See Donor Relations Policy

Disposal of Records

- 1) All organizational documents shall be shredded prior to disposal.
- 2) Should the volume of documents make (1) above impractical, a reputable service will be contracted to provide secure pickup and disposal.

Website Privacy Statement

A statement of privacy shall be maintained on the organizations website. It reads as follows:

You can expect us to protect your privacy

Regina Transition House respects your privacy. We protect your personal information and adhere to all legislative requirements with respect to privacy.

We don't sell your information to third parties. We do not provide your information to others without your consent unless the law requires it. Our procedures and systems are designed to protect your information from error, loss and unauthorized access.

Your information and the business you do with us is kept in strict confidence. Only authorized personnel have access to your information.

We use your personal information to:

- *identify you for legitimate purposes*
- *protect us both against error and fraud*

- *understand your needs for services*
- *provide ongoing service*
- *provide you with information on our services, programs, special events, funding needs and opportunities to volunteer or give*

We also use your information to provide you with a tax receipt. If you wish to be removed from our mailing list, contact us by telephone (306) 757—2096 or email info@reginatransitionhouse.ca

Use of Cookies

Regina Transition House also uses “cookies” to collect information. A cookie is a small data file that most major web sites write to your hard drive for record keeping purposes when you visit them. Cookies allow us to measure activity on the site and to improve your user experience, for example by remembering your passwords and viewing preferences.

Cookies are used by us to measure activity on the site and to make improvements and updates based on which areas are popular and which are not. Most browsers are initially set to accept cookies. If you'd prefer, you can set yours to refuse cookies or to alert you when cookies are being sent. However, it is possible that some parts of the site will not function properly if you do so. You can give - or withdraw - your consent. We need to get your express or implied consent before obtaining or using information about you, or disclosing this information to anyone. (The exception is when we are required by law, or it is necessary for our protection.) You can withdraw this consent whenever you want, unless legal requirements prevent this.

You can choose not to receive direct marketing. We may wish to inform you about Regina Transition House campaigns or services through direct mail, telephone, or other means. If you do not wish us to do so, please contact us.

Links to Other Sites

It is important to note that Regina Transition House contains links to other sites and that those sites may not follow the same privacy policies as Regina Transition House. These sites may send their own cookies to you, and may collect data and make uses of it that Regina Transition House would not. You have the right to say no, anytime. Let us know that you don't want us to use information about you in any particular way, including uses described in this notice, by contacting us.

This site has security measures in place to protect the loss, misuse and alteration of the information under our control. All data is stored behind a firewall on our network and is protected by operating system authentication, database security and individual user password security. Regina Transition House reserves the right to change this policy at any time. You can send an e-mail to us with any further questions.

USE OF THIS SITE SIGNIFIES YOUR CONSENT TO THIS ONLINE PRIVACY POLICY AND TO THE USAGE AGREEMENT.

How to Contact Us

You may contact us regarding any questions or concerns about our privacy practices by contacting our Executive Director at:

Stephanie Taylor

Box 1364

Regina, SK S4T 3B8

(306)757-2096

ed@reginatrtransitionhouse.ca