



Approved by the Board on: June 6, 2016

Privacy Policy

Reviewed:

Intent

Protecting the privacy and confidentiality of personal information is an integral aspect of the way the Mark Preece Family House (MPFH) conducts its business. The collection, use and disclosure of personal information in an appropriate, responsible, and ethical manner is fundamental to the MPFH's daily operations.

Guidelines

Applicability

This Privacy Policy informs all of the MPFH's commitment to privacy and establishes the methods by which privacy is ensured. This Privacy Policy applies to all personal and business information within the MPFH's possession and control.

Personal information is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, email address, social insurance/security number, nationality, gender, health history, financial data, credit card numbers, bank account numbers, assets, debts, liabilities, payment records, credit records, loan records, opinions, and personal views.

Business information is defined as the MPFH, business address, business telephone number, names(s) of owner(s), executive officer(s), and director(s), job titles, business registration numbers, and financial status. Business information is treated and handled with the same level of confidentiality, privacy, and respect as personal information.

Consent to release personal or business information occurs and is obtained when an individual signs a Release Agreement, thereby authorizing the MPFH to collect, use, and disclose the individual's personal information for the sole purpose(s) stated on the aforementioned Release Agreement or in the Appropriate Use section of this policy. Implied consent is granted by the individual when he/she signs the Release Agreement. This allows the MPFH to obtain or verify information from third parties such as referring hospitals or third party payers such as insurance companies or government agencies) in the process of assessing the eligibility of guests, employees, donors, volunteers, job applicants, business partners, and so on.

Appropriate Use

The MPFH collects and uses personal information solely for the purpose of conducting business and developing an understanding of its guests, employees, donors, volunteers, business partners, and so on. The MPFH hereby asserts that personal information will only be used for the following purpose(s):

1. To meet the needs of a family during their stay, to provide follow-up support, as required, to arrange for and receive any payments related to room rentals, to allow effective administration of the MPFH and its policies.
2. To provide information to guests, employees, donors, volunteers, business partners, and so on regarding the MPFH, regarding upcoming events, meetings, campaigns or initiatives.
3. The MPFH is allowed to receive from the hospital and/or communicate to medical professionals, any information deemed necessary or appropriate to determine the suitability of providing accommodation and family support at the house.

Policy Statements

1. The MPFH assumes full accountability for the personal information within its possession and control. This organization has appointed the MPFH Executive Director (ED) as custodian of all privacy matters and legal compliance with privacy laws.
2. The MPFH obtains personal information directly from the individual to which the information belongs. Individuals are entitled to know how the MPFH uses personal information and this organization will limit the use of any personal information collected only to what is needed for those stated purposes. The MPFH will obtain individual consent if personal information is to be used for any other purpose. The MPFH will not use that information without the consent of the individual.
3. Under no circumstances will the MPFH sell, distribute, or otherwise disclose personal information or contact lists to third parties. However, limited disclosure may be required as part of the MPFH fulfilling its stated business duties and day-to-day operations. This may include consultants, suppliers, or business partners of the MPFH, but only with the understanding that these parties obey and abide by this Privacy Policy, to the extent necessary of fulfilling their own business duties and day-to-day operations.
4. The MPFH will retain personal information only for the duration it is needed for conducting business. Once personal information is no longer required, it will be filed in a safe and secure manner. However, certain laws may require that certain personal information be kept for a specified amount of time. Where this is the case, the law will supersede this policy.
5. The MPFH vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions. The MPFH maintains personal information through a combination of paper and electronic files. Where required by law or disaster recovery/business continuity policies, older records may be stored in a secure, offsite location.
 - a. Access to personal information will be authorized only for the employees and other agents of the MPFH who require the information to perform their job duties, and to those otherwise authorized by law.
 - b. The MPFH's computer and network systems are secured by complex passwords. Only authorized individuals may access secure systems and databases.
 - c. Active files are kept in locked filing cabinets.
 - d. Routers and servers connected to the Internet are protected by a firewall, and are further protected by virus attacks or "snooping" by sufficient software solutions.
 - e. Personal information is not transferred to volunteers, summer students, interns, or other non-paid staff by email or any other electronic format.
6. The MPFH's Website will include our privacy policy and disclose our personal information practices. Individuals inputting data into the Website will be notified of:

- a. Personally identifiable information about the individual that is collected from the Web site or through affiliate sites.
 - b. Information about the organization collecting the data.
 - c. How the data will be used.
 - d. With whom the data may or may not be disclosed.
 - e. What options are available to the individual regarding the collection, use, and disclosure of personal information.
 - f. The information technology security procedures in place that protect against the destruction, loss, theft, alteration, or misuse of personal information under the MPFH possession and control.
 - g. How the individual may access and correct any inaccuracies in their personal information.
 - h. The MPFH may share compiled demographic information with its business partners and/or advertisers, but no personal information that can be identify any individual person shall be disclosed.
 - i. This Website may contain links to other sites, however, the MPFH is not responsible for the privacy practices of other organizations' sites.
 - j. While IP addresses will be logged in order to administer the site, track visitor movement, and gather demographic information, these IP addresses will not be linked to any personally identifiable information.
 - k. Site visitors are given the choice to opt out of having their personal information used at the point where the information is gathered.
7. In most instances, the MPFH will grant individuals access to their personal information upon presentation of a written request and satisfactory identification. If an individual finds errors of fact with his/her personal information, please notify the MPFH as soon as possible to make the appropriate corrections. Should the MPFH deny an individual's request for access to his/her personal information, the MPFH will advise in writing of the reason for such a refusal. The individual may then challenge the decision.
8. The MPFH may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:
- a. The MPFH is under obligation by law to disclose personal information in order to adhere to the requirements of an investigation of the contravention of a regional or federal, under the purview of the appropriate authorities.
 - b. An emergency exists that threatens an individual's life, health, or personal security.
 - c. The personal information is for in-house statistical study or research.
 - d. The personal information is already publicly available.
 - e. Disclosure is required to investigate a breach of contract.

Conclusion

Any questions or concerns regarding this Privacy Policy can be addressed by contacting us at (905)-529-0770, Fax (905)-529-9955, info@markpreecehouse.ca, or www.markpreecehouse.ca. The MPFH will investigate and respond to concerns about any aspect of the handling of personal information and will address concerns to the best of its abilities.