



Independent Living Centre Kingston

Disability Resources and Support

INDEPENDENT LIVING CENTRE KINSTON (ILCK)

PRIVACY AND CONFIDENTIALITY POLICY

Preamble

Independent Living Centre Kingston recognizes the need for effective privacy and confidentiality concerning information about individuals, families and organizations. This privacy and confidentiality may extend to use of services at the Centre by individuals, families and organizations. Our organization will understand, review and put into practice, across the organization, best practices concerning privacy and confidentiality.

Review of activities and procedures will include appropriate (authorized, acknowledged, etc.) collection and use of names, images, personal information including legal and medical information, context of use of information, systems (intake, etc.) collection of information and related handling of information.

Principles

1. The executive director or designated staff person will maintain a “best practices” file in electronic and print form. This file will include a checklist or other means of comparison and assessment. Using this material, forms, reports, evaluation activities and other processes especially impacting consumers, will be reviewed. Changes and remedies made will be kept general in nature, if widely reported.
2. The executive director or designated staff person will include review of privacy and confidentiality matters in an annual operating review.
3. The executive director or designated staff person will review or provide standard forms for authorization of use of information which meet “best practices” requirements. The forms will include explanatory text that

- presents the meaning, use and context of the form, the information captured, the nature of authorization, and the use of the information.
4. Members, consumers, volunteers, staff persons and others will have access to information pertaining to them and will have the right to know that the organization holds information about them. A procedure for requesting access will be maintained and reviewed by the executive director or designated staff person.
 5. The executive director or designated staff person will accept and process privacy-related complaints from any party. Best practices and current standards will be followed by relevant staff.
 6. The executive director or designated staff person will include understanding of Accessibility for Ontarians with Disabilities Act (AODA) requirements in handling privacy and confidentiality matters. In particular, customer service standards will be part of this process.
 7. Privacy and confidentiality are strongly impacted by electronic communication. The executive director or designated staff person will understand and meet best practices in online and other electronic information handling, including storage and network security. Documents used by or related to consumers will include notices, options and support information in an accessible manner, such that secure activity is supported.

ILCK Web Site Privacy Policy

Independent Living Centre Kingston (ILCK) respects and is committed to protecting your privacy and allowing you to make informed choices regarding your privacy.

What Information do we collect through this Web Site?

In general, you can visit ILCK's Web Site without revealing any information about yourself. When you visit this Web Site, the ILCK web server automatically collects a limited amount of non-identifying information about your online visit for statistical purposes regarding how our visitors interact with us online. These statistics contain no personal information (we describe what is meant by "personal information" below) and are used only by ILCK staff. The information collected from your visit is as follows:

- the Internet domain and Internet Protocol (IP) address from which you access this Web Site;

- the type of browser and operating system used to access ILCK's Web Site;
- the date and time you access ILCK's Web Site;
- the pages you visit on ILCK's Web Site;
- and the address of another Web site link, if any, that brought you to ILCK's Web Site.

ILCK collects and uses this information in an aggregate manner to help make this Web Site more useful and to help us better understand how people are using this Web Site.

"Personal information" is information about an identifiable individual, for example, your name, address, telephone number and other similar information. Any personal information collected, used or disclosed by ILCK through this Web Site, if any, is subject to and managed by ILCK according to the Freedom of Information and Protection of Privacy Act (Ontario). We only collect personal information:

- that is necessary for the operation of this Web Site;
- or with your knowledge and consent and is necessary for the provision of goods and services that you request;
- you will be informed, at the point of collection, that your personal information is being collected and the purpose(s) for which it is being collected;
- any personal information collected will only be used and disclosed subject to your consent for the purpose(s) for which it was originally collected, for consistent purpose(s) or as required or permitted by law;
- you have a right to request access to and/or request correction of your personal information that is in ILCK's custody or control.

Your Internet domain name or IP address, which we collect, may identify you depending, in large part, on the naming standards followed by your Internet service provider. However, we do not use or disclose this information other than for and in aggregate and statistical purposes and form. Still, you may wish to ask your Internet Service Provider about their policies and practices regarding naming standards.