

The Church of St John the Evangelist

Privacy Standards Policy

The Church of St John the Evangelist (SJE) is committed to respecting the privacy of its members, adherents and staff members, and those who are served by its programs. In demonstration of our commitment to this privacy and in compliance with the Personal Information Protection Act (“PIPA”) we have created the following Privacy Policy (the “Policy”). The Policy has been designed to reflect our commitment to the principles outlined in PIPA that are as follows:

1. Accountability
2. Identifying purposes
3. Consent
4. Limiting collection
5. Limiting use, disclosure, and retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual access
10. Challenging compliance

All officers, employees and volunteers of SJE are required to comply with the Policy and may be given restricted access to personal information solely to fulfil the purposes as set out in this Policy.

All other persons or organizations who act for, or on behalf of, SJE are also required to comply with the principles and the Policy and may be given restricted access to personal information solely to fulfil the purposes as set out in this Policy.

Privacy Officer

SJE has appointed the Rector as Privacy Officer who will be responsible for overseeing the Policy as well as any inquiries, requests or concerns relating to privacy matters. You may contact the Privacy Officer at the following address:

The Privacy Officer
The Church of St John the Evangelist
320 Charlton Ave. W.
Hamilton, ON L8P 2E7

Overview

This Policy covers our treatment of the personal information we collect from our members, adherents or staff members, and those who are served by our programs.

In this Policy we will outline the purposes behind our collection and use of member’s, adherent’s or staff member’s personal information. In addition we will outline our policies concerning the collection, use, distribution and retention of this information. Finally we will also set out our policies for addressing any concerns or complaints.

Requests to Add, Change or Delete

If at any time, you wish to add, change or delete your personal information that is retained by our office, please contact our Privacy Officer at:

The Church of St John the Evangelist
320 Charlton Ave. W.
Hamilton, ON L8P 2E7

PRINCIPLE 1 – ACCOUNTABILITY

SJE is responsible for personal information which we collect, use or distribute and any personal information in our custody or under our control. In order to fulfil our responsibility and comply with current legislation:

1. We have designated a privacy officer who is responsible to oversee our privacy policy and ensure routine compliance with it.
2. We shall make known the name or names of the Privacy Officer(s) and contact information upon request.
3. We have developed procedures in accordance with this Privacy Policy to govern the handling of personal information and respond to complaints.
4. Our staff and volunteers are trained in accordance with this Privacy Policy and committed to ensuring privacy is protected.
5. Our policy is made available to our members, adherents or staff members through our Church Office, Annual meetings or our bulletins.
6. In the event that personal information is made available to a contracted third party, we will hold that party responsible to maintain comparable levels of protection of privacy while the information is in their control.

PRINCIPLE 2 - IDENTIFYING PURPOSES

1. SJE is committed to ensuring that the purposes for which personal information is used are identified.
2. SJE will only collect personal information from our members, adherents, staff members, and those who are served by our programs that is necessary to fulfil the following purposes:
 - a. To verify identity;
 - b. To understand the financial, banking and insurance needs of our members, adherents and staff members;
 - c. To deliver or provide requested services;
 - d. To send out information;
 - e. To meet regulatory requirements.
3. SJE will make these purposes known to individuals at the time that personal information is being collected either orally, electronically or in writing.
4. Unless required by law, SJE will notify and obtain the consent of an individual before using previously collected information for a new purpose.

PRINCIPLE 3 - CONSENT

1. SJE will obtain reasonably informed consent of a member, adherent or staff member to collect, use or disclose personal information except where we are authorized to do so without consent.
2. Consent can be provided orally, in writing, electronically or through an authorized representative. We will take reasonable steps to ensure that consent given is clearly understood.
3. Consent can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the member, adherent, staff member, or person served by our programs voluntarily provides personal information for that purpose. Such uses may include but not be limited to:
 - a. Mailing or electronic mail lists for the ministry purposes of SJE or the Diocese of Niagara; and,
 - b. Contact lists for ministry leaders.

4. In general, the participation in the programs of the parish, or the acceptance of employment or benefits by an employee, constitutes implied consent for SJE to collect, use and disclose personal information for all identified purposes.
5. Consent may also be implied where a member, adherent, staff member, or person served by our programs is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mailing lists and fundraising and the member, adherent or staff member does not opt-out.
6. Subject to certain exceptions, members, adherents, staff members or those served by our programs can withhold or withdraw their consent for SJE to use their personal information in certain ways.
7. A member, adherent, staff member, or those served by our programs may not be able to withhold consent when withdrawal of consent would frustrate the performance of a legal obligation.
8. SJE will not require consent to the collection and use of information in order to access goods or services unless that information is necessary to fulfil the purpose identified. In a situation where a members, adherents, staff members, or persons served by our programs decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product we will explain the consequences of withdrawing consent to assist the member, adherent or staff member in making the decision.
9. The following are examples of when we may collect, use or disclose the personal information of a member, adherent, staff member, or those who are served by our programs without their consent:
 - a. When the collection, use or disclosure of personal information is permitted or required by law;
 - b. When collection is clearly in your best interests and we are unable to obtain your consent in a timely way;
 - c. In an emergency that threatens an individual's life, health, or personal security;
 - d. When disclosure is required to comply with a court order;
 - e. When disclosure is required for archival purposes;
 - f. When the personal information is available from a public source (e.g., a telephone directory);
 - g. When the personal information is available through observation at a public event to which you attended voluntarily;
 - h. When the collection, use or distribution is necessary to determine your suitability to receive an honour, award or similar benefit or to be selected for an athletic or artistic purpose;
 - i. When we require legal advice from a lawyer;
 - j. For the purposes of collecting a debt;
 - k. To protect ourselves from fraud;
 - l. To investigate an anticipated breach of an agreement or a contravention of law.

PRINCIPLE 4 - LIMITING COLLECTION

1. SJE shall limit the collection of personal information to the purposes set out in this policy in compliance with our legal obligations.
2. SJE will not collect personal information indiscriminately.
3. The purposes for collecting personal information shall be reasonably clear at the time of collection and we will not deceive or mislead our members, adherents, staff members, or those who are served by our programs as to why information is being collected.

PRINCIPLE 5 - LIMITING USE, DISCLOSURE AND RETENTION

1. SJE will only use and disclose personal information where necessary to fulfil the purposes identified at the time of collection or for a purpose reasonably related to those purposes except where we are authorized to do so (see Principle 3 – Consent).
2. SJE will not use or disclose member, adherent, staff member, or those served by our programs personal information for any additional purpose unless we obtain consent to do so.

3. SJE will not sell member, adherent, staff member, or those served by our programs lists or personal information to other parties without consent.
4. SJE will only retain personal information as long as it is needed for the purposes for which it was collected or consented to. SJE will maintain reasonable schedules to ensure that personal information is reviewed on an on-going basis to determine relevance and if retention is required.
5. When personal information collected is no longer relevant to its purpose or when it is permitted by law, the SJE will ensure that it is deleted, destroyed or made anonymous. In general, all personal information shall be deleted, destroyed or made anonymous no later than seven years after the purpose for which it was collected has been completed unless the law requires otherwise.
6. If SJE uses personal information to make a decision that directly affects the member, adherent, staff member, or those served by our programs we will retain that personal information for at least one year to give the member, adherent or staff member a reasonable opportunity to request access to it.

PRINCIPLE 6 - ACCURACY

1. SJE is committed to ensuring the accuracy of its information and will take reasonable efforts to ensure that personal information is accurate and complete where it is necessary.
2. SJE will update information when it is necessary or when an individual notifies us. Members, adherents, staff members, or those served by our programs may request correction to their personal information in order to ensure its accuracy and completeness. In some cases technology may allow persons to update their own general personal information in a secure manner and to check on other information kept by SJE. General information may also be updated by filling out the parish information form available in the pews and the back of the church. SJE may provide other means for individuals and families to update their own information. A request to correct personal information can also be made in writing with provide sufficient detail to identify the personal information and the correction being sought. This request should be directed to the Privacy Officer.

PRINCIPLE 7 - SAFEGUARDS

1. SJE is concerned about the safety of our members, adherents, staff members, and those served by our programs personal information. In order to address security concerns, we have developed the following safeguards:
 - a. Physical security measures including locked cabinets, restricted access to areas where sensitive personal information is kept, etc.;
 - b. SJE security measures including employee confidentiality agreements, sensitive information restricted to those involved, etc.; and
 - c. Technological security measures including use of passwords, firewalls and security encryptions.
2. SJE shall protect personal information disclosed to or stored by third parties by contractual agreement that stipulates the confidentiality and safeguard requirements that are comparable to our own.
3. We will use appropriate security measures when destroying personal information such as:
 - a. Shredding any documents;
 - b. Deleting any electronic records;
4. SJE will routinely review and update our security measures.
5. **SJE shall stress to both employees and volunteers the importance of safeguarding the confidential nature of personal information.**

PRINCIPLE 8 - OPENNESS

1. SJE is committed to making its privacy policies and procedures available and clear to all interested parties.

2. We will demonstrate our commitment to this openness by making the Privacy Policy easy to access and by making the name and contact information of our Privacy Officer readily available.
3. Any questions or concerns regarding our policy or procedure may be directed in writing to our Privacy Officer.

PRINCIPLE 9 - INDIVIDUAL ACCESS

1. Members, adherents, staff members, or those served by our programs have a right to access their personal information, subject to limited exceptions including, but not limited to:
 - a. Situations of solicitor-client privilege;
 - b. Situations where disclosure may reveal the personal information of another individual;
 - c. Situations where the health or safety of an individual may be jeopardized.
2. A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought and should be forwarded to the attention of the Privacy Officer. We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfil the request. A reasonable fee may be charged for providing access to personal information, in which case we will inform the member, adherent or staff member prior to proceeding.
3. We will endeavour to make all information provided easy to understand and explain any acronyms, abbreviations, etc. used.
4. We reserve the right to confirm the identity of the individual seeking access to personal information before complying with any access requests. In this event, information related to the members, adherents, staff members, or those served by our programs identity would be used exclusively for the purposes of confirming access.
5. In certain situations, it may not be possible to provide access to all the personal information that is held and a request may be refused in whole or in part. For example, information may not be provided if to do so would reveal personal information about a third party or jeopardize the security of another.
6. If a request is refused in full or in part or if the information requested is not available, we will notify the member, adherent, staff member, or those served by our programs in writing, providing the reasons for refusal and the recourse available to the member, adherent or staff member. This notification will be kept on file.
7. In the event that information provided is shown to be incomplete or inaccurate, we will amend the members, adherents, staff members, or those served by our programs personal information appropriately. When appropriate, we will transmit this correction to third parties with access to this information. When a challenge is not resolved to the members, adherents or staff members satisfaction, we will destroy all personal information under our care and control.

PRINCIPLE 10 - CHALLENGING COMPLIANCE

1. Complaints made regarding the Privacy Policy or the use of personal information should be made to the Privacy Officer in writing.
2. The Privacy Officer shall receive and respond to all personal information requests including challenges or complaints.
3. It is SJE's policy that all complaints shall be investigated.
4. If a complaint is found to be justified, the Officer shall take appropriate measures, including, if necessary, amending this Policy.
5. The Privacy Officer may seek external advice where appropriate before providing a final response to individual complaints.
6. If the Privacy Officer is the subject of the complaint, then SJE Corporation will address any complaints or concerns.
7. SJE's procedure for dealing with complaints is as follows:
 - a. Record the date and nature of a complaint when it is received

- b. Acknowledge receipt of the complaint promptly
 - c. Review the matter fairly and impartially, providing to the individual where possible, access to all relevant records.
 - d. Notify the individual of the outcome of the investigation promptly and clearly.
 - e. Correct any inaccurate or incomplete information when possible.
8. The contact information for the Privacy Officer is as follows:

Privacy Officer
The Church of St John the Evangelist
320 Charlton Ave. W.
Hamilton, ON L8P 2E7

Storage and Internal Access of Information

All personal information shall be identified according to the appropriate level of confidentiality, sensitivity and access:

1. Highly Restricted Information
2. Confidential Information
3. General Information

Highly Restricted Information

This will include such records as personnel files, volunteer management documents related to screening, and pastoral care notes.

These will receive the highest levels of security and most limited access. Paper files will remain in the locked filing cabinets of the parish offices and electronic files will be encrypted with access only permitted by those officers of the parish requiring access to fulfil their duties. Each time a record is viewed a record of the person accessing the record, the date and the purpose of the access will be recorded in the file.

Confidential Information

This will include such records such as those of donors and their designated gifts.

These also will receive the highest levels of security and limited access. Paper files will remain in the locked filing cabinets of the parish offices and electronic files will be encrypted with restricted access only permitted by those officers of the parish requiring access to fulfil their duties.

General Information

This will include such information as name, address, phone numbers, e-mail addresses, birthdates, anniversaries, photographs, attendance, participation in ministry groups, news subscriptions, etc.

These will generally be stored on an electronic database with encryption and password protection. This information will be made available according to the policy stated above for the ministry purposes of SJE.

A list of persons with access to this information and the purpose for which they have access shall be maintained.

APPENDIX ONE

Form of Application for Access to Church Database

Name:

E-mail address:

Ministry position:

Level of access required:

- Standard
- Attendance
- Finance
- Administration
- Pastoral

I understand by signing this document below and each time I login to the parish database I am committing to be bound by the Privacy Standards Policy of the Church of St John the Evangelist and that I will not divulge any information to any third party or breach the privacy of any persons whose records are contained in the database. I further undertake that I will not access the electronic database on an unsecured network.

I further agree that my use of database will be bound by the following:

- I will not delete any record from the database;
- I will not add any household or individual record to the database;
- I will not change the address, telephone number, or any other personal information.
- I will notify the parish office of such changes as necessary.

Signature: _____ Date: _____

Privacy Officer Signature: _____ Date: _____