



POLICIES AND PROCEDURES

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CROSS REFERENCE: A.. PIPEDA Legislation
B. CSAE Articles
C. GOV 01-01-03
D. GOV 01-01-04
E. GOV 01-03-03
F. GOV 01-03-06
G. MGMT 04-02-04
H. CAMRT Materials
On Privacy
I. COMM 05-04-08
J. MGMT 04-03-04

Page 1 of 6

Rev. Oct 07

ISSUED BY: Board of Directors
CATEGORY: GENERAL POLICIES AND PROCEDURES
SUBJECT: PRIVACY LEGISLATION COMPLIANCE

POLICY: It is the Policy of the Association that the organization complies fully with the Personal Information Protection and Electronics Document Act (PIPEDA), as it applies to Not-For-Profit Association governance and management.

OPERATIONAL GUIDELINES: The privacy issues addressed in this document relate to association governance and management solely. As members work in the health-care sector, privacy issues related to their practice are addressed through difference avenues such as:

- Ontario's Personal Health Information Protection Act
- Regulating Body requirements
- Facility policies, guidelines and procedures
- The profession's Risk Management Guidelines and Best Practice Protocols

Where possible, mirroring with the Canadian Association of Medical Radiation Technologists (CAMRT) policies, guidelines and procedures has been done.

Association policies, guidelines and procedures are based on the PIPEDA's ten (10) privacy principles, they being:

- | | |
|--|----------------------------|
| 1. Accountability | 6. Accuracy |
| 2. Identifying Purposes | 7. Safeguards |
| 3. Consent | 8. Openness |
| 4. Limiting Collection | 9. Individual Access |
| 5. Limiting Use, Disclosure, and Retention | 10. Challenging Compliance |

Association policies, guidelines, and procedures are bounded by the following definitions:

- Personal Information - any information about an identifiable individual with the exception of business contact information such as name, title, business address or telephone number of an employee of an organization.
- Commercial Activity - Any particular transaction, act, or conduct that is of a commercial nature, including the selling, bartering or leasing of membership lists; can also be a contractual relationship (Service/Provider) (See P&P MGMT 04-03-04)

Before collecting personal information for a commercial activity, the Association will identify the purpose behind collecting the information, the way the information will be used, retained, and disclosed.

Members must give informed consent to the collection, use, and disclosure of her/his personal information.

The types of information collected will be only that needed to carry out the Association's Purpose and Mission while conforming to legislative requirements.

Members have a right to access their personal documents at Head Office (Reference G applies) and correct inaccuracies.

The Association Privacy Officer shall have the authority to make rulings on Association governance and management privacy issues consistent with legislation and Association policies and procedures.

The Association's privacy procedures will address:

- The treating of personal information
- Collection of personal information and consent
- Use of personal information
- Sharing of personal information
- Retention of personal information
- Security
- Personal data access and alterations
- Web Site considerations
- Options
- Presentations and data sent out or distributed electronically
- Section requests for demographic information

It is impossible to have complete privacy, but the Association's responsibility is to limit the intrusion into the Member's privacy by the Association, or those allied or partnered with the Association.

Collecting membership fees and internal activities such as organizing Association activities, compiling a list of Members' names and addresses, and mailing are not considered commercial activities. Fund-raising is not considered a commercial activity under the PIPEDA.

When a Member provides her/his home contact information as business contact information, the contact information is not subject to the PIPEDA's protection.

PROCEDURE:

General: The procedures regarding the privacy of personal information will be executed through Head Office (H.O.).

Privacy Officer: The Privacy Officer for the Association is the Office Manager, who has the complete authority to execute her/his responsibilities in accordance with the legislation and Association Policies and Procedures (P&Ps). The alternate Privacy Officer will be the Administrative Support Clerk..

The Privacy Officer will work with:

1. CEO -
regarding administrative, financial and logistical issues related to the privacy of personal information in general terms.
2. Administrative Support Clerk -
regarding security of the Membership data base and financial issues related to the Member concerning the data base.
3. Internal and External Web Masters -
regarding security of personal information through the OAMRT Web Site and articles, policies and information pieces required for the Association's Web Site .

Overview: Annex A to this document provides an overview to Members regarding the Association's commitment to their personal information.

Annex A will also be reproduced as:

- Brochure/Flyer for New Member packages
- An item to be placed on the Web Site in the appropriate places
- An article for FILTER from time-to-time.

Personal Information: The following is considered by the Association as collectable but personal information:

- Full name
- Date of Birth
- Gender
- Home address and phone numbers
- E-mail address
- Business information when provided (job title, business address and telephone, e-mail, etc.)
- CAMRT/OAMRT Certification/Registration number
- Discipline
- Sub Specialty
- Academic qualifications
- Payment history

- languages spoken
- Training Program
- Graduation date
- Correspondence to/from the Member
- Course/Program enrolment and grading
- Financial information related to ordering products and services

The type of information collected is dependent on the:

1. Type of Membership held
2. Type of service the Member selects/ requests.

Collection: The collection process may be:

1. In person
2. At H.O. directly
3. At examination sites
4. Through the Web interface with the Association
5. E-mail
6. Telephone/Fax
7. Mail

Information Use:

Personal information provided will be used to notify Members of:

- AGCs
- Membership Fee renewal
- OAMRT services and products
- Association Benefits, Benefit Program changes and new Benefit services
- Educational opportunities
- News relating to the health-care sector
- Areas that will be researched and/or surveyed.
(*Note:* reporting on group information not identifiable individual information.)

Personal information will be shared from time-to-time with the CAMRT and other Provincial Member Associations, as well as the regulating body, where appropriate for maintaining Members' records.

Retention: Member's personal files are maintained and held until the Member is deceased, or until such time as Member's files are transferred out-of-province.

Security & Safeguards:

Annex A to this document provides information to the Member concerning security and safeguards.

Head Office will use the most appropriate security classification measures and safeguards for the type of information held.

All staff have access to a Member's personal information and are bound by the confidentiality P&Ps of the Association.

In cooperation with the Association's Privacy Officer, the Internal Web Master shall:

- Ensure that personal information is not collected from Web Site visitors
- That checks are done to ensure that non-personal information collected from Web visitors (IP addresses, date/time of the visit; Web pages visited) remain as such
- That unsolicited information or non-Association promotional material (SPAM) is not sent deliberately to Members.
- That E-mail addresses used to access the Members' Only section of the Web Site are not on the public domain or accessed by the public.
- E-mails in database used to access Web Site are protected through Service Provider security measures.
- E-mail addresses on the Web Site are listed with the permission of the individuals involved
- Ensure any links to other web sites are by consent (written) and that their privacy policies are reviewed and complied with.

Issues: Annex A provides the Member with information should they have a comment, question or complaint.

*Member
Record*

Amendments: Should a Member wish to review their Membership File/Personal Information records they shall:

1. Make arrangement through the Association Privacy Officer through written means (fax, e-mail, surface mail).
2. Must come to Head Office at their own expense
3. Will review the record in the presence of the Association Privacy Officer
4. The Privacy Officer shall amend the record as required by the Member. In the case of academic qualifications, course/program gradings, etc., the Member must provide proof of their claim to the Privacy Officer (see P& P GOV 01-03-06 Privacy).

*Policy &
Document
Changes:*

Any changes to the privacy policy and the supporting P&Ps must be approved by the Board of Directors.

The Privacy Officer will monitor the privacy environment and review the document annually. She/he will make recommendations to the CEO.

The CEO, where the recommendations involve Policy or Operating Guidelines, will refer those recommendations to the Board.

Consent: A means for a Member to consent to a particular service, product or activity shall be placed in FILTER, on the Web Site and/or sent by mail or e-mail where appropriate.

Annex B provides a consent vehicle template which includes:

- a template for use as a “notice” which allows Members to opt out of having their names on the Association’s mailing list
- a Consent Form Template
- Release of Information Form

Member Applications: Non-Student Members shall use the application forms supplied by the CAMRT.

Student Application forms shall include the reasons for the collection of the information on the form and will have Annex A attached to the form.

Should a Member wish to have his/her information passed on to a third party, or should a third party want/need information on a Member, a Release of Information Consent Form must be filled out. (Appendix 2 to Annex B).

After completion of the action, the Consent form along with the request shall be kept together and filed under OAMRT’s numbered file - 9000-2 - Security of Information. Copies shall be placed in the Member’s file.

Section Sections are entitled to the “mailing list” from Head Office under the following conditions:

- The form found as Appendix 2, to Annex B must be completed, submitted and approved by Head Office.
- The authorization will be valid as long as the Section Chair who signed Appendix 2 remains as the Section Chair. If the Section Chair changes, the sign-off process must be completed by the new Section Chair.

Presentations & Data: From time to time presentations and data are sent electronically between volunteer leaders or between them and Head Office or from Head Office to volunteer leaders. There is a risk that a presentation and/or data could be altered. It is advisable that those electronic documents are protected so alterations cannot be made. Head Office will, as a matter of procedure, take protective measures.

ONTARIO ASSOCIATION OF MEDICAL RADIATION TECHNOLOGISTS

MEMBER PRIVACY PROTECTION

INTRODUCTION

The Association has developed a Policy and Procedure document which is on the Association's Web Site, "Members Only" section. This document lays out the Association's Privacy Policy, Guidelines, and Procedures relevant to the Personal Information Protection and Electronics Documents Act (PIPEDA).

The Association is committed to protecting your privacy and the confidentiality of your personal information.

IDENTIFIED PURPOSES

The OAMRT only collects, uses, and discloses personal information for the following purposes:

- Administering your Membership
- Offering and providing specific products and services to you
- To assist you concerning requests for service
- To ensure your information is accurate and up to date
- Verifying your identity
- To comply with legislation
- Notifying you of certain products and services provided by our partners and affiliated organizations
- To protect us both from error or fraud.

CONTROL

We want you to know that you are in control of how the OAMRT handles your personal information. You have the right to refuse consent for us to obtain, use, or share your personal information. You also have the right to withdraw a previously given consent at anytime.

Please be advised that depending on the situation at hand, you may be limiting, or even preventing us from providing you with the highest quality of product or service desired.

CONSENT

If you choose to provide personal information to the OAMRT, we make the assumption that consent has been granted as pertaining to the collection, use and disclosure of your personal information as outlined in the "Identified Purposes".

If we intend to use your personal information in a way not described in this document, we will inform you. We will either obtain your expressed consent where appropriate, or we may determine that consent has been implied by the circumstances.

As an example:

- We might ask you to indicate that you either “opt-in” or “opt-out”
- We might ask you for your express consent in writing, such as an application form
- We may ask for your express consent in person, by phone, fax, or e-mail
- We may determine that by seeking a certain service, your consent has been implied for us to deal with your personal information in a reasonable and prudent manner.

ACCURACY

The OAMRT will maintain personal information as accurate and up-to-date as necessary for the identified purposes.

Members may, through secure means, update their own basic demographic personal information and thus the accuracy of such information is viewed as a joint responsibility.

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

The OAMRT makes the following commitments to you pertaining to protection of your personal information:

- Not collect, use or disclose your personal information for any purpose other than those we identify for you
- Keep your personal information only for as long as we need it to fulfill the stated purpose, or as is required by law
- Maintain your personal information accurately, completely, and up-to-date as possible. This includes responding to any request from you to access or correct existing information.
- Safeguard your personal information to the best of our ability. Security safeguards will vary depending on the sensitivity, format, location and storage of the personal information.
- Obtain consents where appropriate.

CHALLENGING COMPLIANCE

The OAMRT is committed to treating you with respect and courtesy, and providing you with the highest level of service.

Please feel free to contact our Privacy Officer at 1-800-387-4674, ext. 106, or e-mail to: privacy.issues@oamrt.on.ca to review your personal information, or other privacy issues related to the Association’s administration (non-medical matters).

If you are not satisfied with our response to a privacy related inquiry, or complaint, or want more information, you may contact the Office of the Privacy Commissioner of Canada: 1-800-282-1376, or through their web site at: www.privcom.gc.ca.

CONSENT VEHICLES.

OPTING OUT - MAILING

1. Below is an illustration of the notice for FILTER AND THE Web Site for the opting-out concerning the Membership Mailing List.

**Respecting Your Privacy
Is Important To Us**

Occasionally, our Membership list is made available to reputable companies and organizations, whose products and services may be of interest to you, or we are in partnership with. If you prefer not to have your name made available, please contact us at the following address:

O.A.M.R.T.
P.O. Box 1054
Brantford ON N3T 5S7

E-mail: privacyissues@oamrt.on.ca
Telephone: 1-800-387-4674 Ext. 106

CONSENT FORM TEMPLATE

2. This form is to be used when the Association needs to collect some personal information about the Member regarding a particular service or project. The form is attached as Appendix 1.

RELEASE OF INFORMATION FORM

3. This form is to be used when requests are made to the Association for the sharing of information. The form is attached as Appendix 2.



To provide you, the Member, with _____
the OAMRT will need to collect some personal information from you.

All personal information provided will be handled in accordance with the OAMRT's Privacy Policy and Procedures. You may review the Privacy Policies & Procedures by visiting the OAMRT Web Site (www.oamrt.on.ca).

The personal information provided on this form will be used for the following purposes:

ITEM	INFORMATION	PURPOSE
1		
2		
3		
4		

I DO / DO NOT consent to the purposes set out

OR

I DO / DO NOT consent to the following purposes

_____ (state the item number(s)).



**ONTARIO ASSOCIATION
OF
MEDICAL RADIATION TECHNOLOGISTS**

RELEASE OF INFORMATION CONSENT FORM

OAMRT/CAMRT #	Date:
Name:	
Address:	
Information to be released:	
Purpose for disclosure:	
Information released to:	
Special Instructions:	
Signature:	
Dated this _____ day of _____, _____.	
This "Release of Information Consent Form" remains valid until: _____ yy/mm/dd	
Note: The authorizing person(s) may cancel/change the above authorization in writing at any time prior to the expiry date, unless action has already taken place on the basis of the authorization.	

Note: This Section to be filled out by Head Office Staff	
Received: _____	Received By: _____