

|   |   |   |                                     |
|---|---|---|-------------------------------------|
|  |   | <u>Policy Number:</u> BRD-6.01 [GOV]  |                                     |
|   |   | <b>Subject: Privacy of Personal Information</b>   |                                     |
| <u>Section:</u> Board   |   | <u>Subsection:</u>  |                                     |
| <u>No. Pages:</u> 5<br><u>Appendix:</u>   | <u>Date Effective:</u><br>June 13, 2006 | <u>Signature:</u>  |                                     |
| <u>Status:</u>  | New                                     | Revised<br>✓  | <u>Replaces Policy:</u><br>BRD-6.00 |

**Policy Statements:**

1. HSA is committed to protecting the privacy of all personal information it collects, uses, discloses and retains in the course of conducting its representational duties as the Union.
2. HSA upholds the definition of personal information and strives to ensure that information-handling procedures comply fully with the Principles for the Protection of Privacy as specified under Personal Information Protection Act.
3. HSA supports the principle that collection of personal information should be conducted with openness and will ensure that whenever personal information is collected, the purpose for which the information is to be used is made clear to the provider of the information.
4. HSA provides opt-out provisions wherever possible to providers of personal information so that non-essential union-related services may be selected as optional rather than mandatory.
5. HSA limits the collection, use, disclosure and retention of personal information in that it collects only the information that is necessary for the stated purpose of collection. HSA limits any disclosure of personal information to only that information which a reasonable person would consider appropriate in the circumstance.
6. HSA retains personal information in accordance with legal and business guidelines or only as long as needed to fulfill the purpose for which it was collected. Whenever personal information qualifies as destroyable, HSA follows procedures for safe and confidential destruction of that information.
7. HSA supports the principle of obtaining consent prior to using or disclosing personal information for the stated purpose for which it is collected. HSA will also obtain consent if information already collected is to be used for any purpose other than that purpose for which it was originally collected.
8. All personal information that HSA collects will be used solely for the purposes of servicing the membership. HSA does not sell, lease, trade or donate personal information.

Signature: 

Date: June 13, 2006

Page 1 of 5

9. All information HSA collects from employees during organizing will be used for the purpose of organizing the bargaining unit and servicing the unit once organized.
10. HSA uses security measures, incorporated into records management and security processes, which protect personal information from unauthorized access, use or disclosure.
11. The HSA Privacy Officer bears the primary responsibility to ensure safeguarding personal information, implement applicable procedures and respond to enquiries and complaints.
12. HSA provides individuals means by which to request access or changes to their personal information, to decline provision of personal information and to report an incident or make a formal complaint relating to HSA's protection of their privacy.
13. All complaints and reported incidents are investigated and responded to in accordance with PIPA guidelines. If a complaint is justified, HSA will take appropriate measures to rectify an identified issue.
14. The Privacy Officer is the designated person for contacting external sources and agencies on PIPA matters on behalf of HSA.

### **Reason for Policy**

To clarify HSA privacy and security practice guidelines concerning the collection, use, disclosure and retention of personal information. Although the Union is not normally involved in commercial activity as defined by the federal *Personal Information Protection and Electronic Documents Act* and the British Columbia provincial *Personal Information Protection Act*), HSA is committed to respecting the fair information principles as described by the legislation.

### **References:**

Personal Information Protection Act  
Organizing policy

### **Appendices:**

Breach of Privacy Incident Report  
Change of Personal Information Request Form  
Privacy Complaint Form  
Personal Information Access Request Form

---

Signature: 

Date: June 13, 2006

Page 2 of 5

## Procedures

### 1. Definition of Personal Information

- 1.1 PIPA defines, "personal information" as any information that may identify an individual. HSA interprets this as including:
- Home address;
  - Home phone number or personal cell number;
  - Personal e-mail address;
  - Salary and benefit information;
  - Medical and health information;
  - Information about transaction history with HSA (e.g., number and type of LTD claims, grievance details, etc);
  - Financial information, including credit card information or expense claims;
  - Age, marital status, family or any other information that may identify an individual.

### 2. Collection, Use, and Disclosure of Personal Information

- 2.1 Personal Information is collected, used or disclosed by HSA in order to:
- Maintain its record of union membership;
  - Communicate with members;
  - Support members through union-related processes such as grievances, arbitrations, claims & appeals, job action and classifications;
  - Collect dues and make assessments;
  - Represent members employed under collective agreements
  - Verify eligibility for job action pay and benefits;
  - Provide information about union membership programs and benefits;
  - Administer the business of the union (e.g. correspondence, research, and surveys);
  - Develop & maintain electronic information services for members (eg. address changes, email notifications and correspondence);
  - Organize bargaining units and represent employees during organizing (e.g., LRB or other tribunal proceedings).
- 2.2 To administer and/ or fulfill the purposes of this policy, personal information may be disclosed internally within HSA or to an employer in representing the member concerning matters arising out of negotiations, grievance handling and/ or the administration of a collective agreement.
- 2.3 To administer and/ or fulfill the purposes of this policy, personal information may be shared with benefit and pension plan administrators, with insurance reporting agencies, financial and legal advisors, consultants or contractors retained by the union. Signed consent to release personal information is obtained where necessary.

### 3. Third Party Access

- 3.1 There may be instances where HSA provides personal information to a third party, such as providing address labels for the sole purpose of distributing information and communication material to our members.

---

Signature: 

Date: June 13, 2006

Page 3 of 5

- 3.2 HSA may ask a third party to conduct a survey of its members where the information gathered may be of a personal nature. When a member is contacted and asked to participate in any such survey, they will be first informed of the purpose of the survey and their right to choose not to participate. HSA does not share any of this personal information and no individual member or their personal information is identified in the results of a survey.
- 3.3 Where personal information is provided to a third party or when a third party is asked by HSA to conduct a survey of our members, HSA will obtain assurances from the third party that they undertake to abide by HSA's privacy policy and protect and secure any personal information from unauthorized or unintended use.
- 3.4 Prior to sharing personal information for any purpose other than those listed above, HSA will explain the purpose to the individuals concerned and obtain their consent to use the information for the stated purpose.

#### **4. Duties of the Privacy Officer**

- 4.1 All personal information inquiries, concerns, or complaints fall under the jurisdiction of the HSA Privacy Officer.
- 4.2 The Privacy Officer is the first step for any query or concerns for information or decisions on HSA privacy-related matters. Staff who have questions about privacy-related issues shall consult with the HSA Privacy Officer before consulting with external resources.
- 4.2 Anyone may request access to their personal information and may request changes to personal information. Access requests should be in writing and addressed to the HSA Privacy Officer. Requests should state very specifically what personal information is being requested.
- 4.3 Response to formal requests will be within thirty days. If the union is unable to respond within this time, the member will be advised.
- 4.4 Anyone may decline to have personal information collected, used or disclosed by HSA, although doing so may restrict the union's ability to represent that person's interest, in which case the individual making such a request would be notified of any restriction.
- 4.5 The HSA Privacy Officer will ensure that personal information is protected through security and records management processes including:
- Limiting access to those employees or elected officials who require it in the performance of their job function;
  - Installing and maintaining reasonable security safeguards to prevent unauthorized access of HSA's electronic and hard copy records;
  - Limiting collection, use, disclosure and retention;
  - Ensuring that personal information records are kept reasonably accurate and current;
  - Destroying personal information (when appropriate) in a thorough and confidential manner.

---

Signature: 

Date: June 13, 2006

Page 4 of 5

## **5. Complaints Procedure**

- 5.1 Any complaint concerning the HSA privacy policy or procedures should be forwarded in writing to the attention of the HSA Privacy Officer. To ensure that all relevant information necessary to an investigation is provided, the complaint form found on the HSA website should be used. If the complaint is justified, the union will take the steps necessary to resolve the issue.
- 5.2 If an individual is not satisfied that their complaint has been dealt with adequately, they may appeal to the Board of Directors.
- 5.3 If the union is not able to resolve a complaint, or if a member has any other concerns about the HSA privacy policy and procedures, an individual may contact the Office of the Provincial Privacy Commissioner.

---

Signature: 

Date: June 13, 2006

Page 5 of 5