

## Privacy Policy

All consumers of East Creek Community Centre (ECCC) have the right to have all personal information treated in a confidential and respectful manner.

This policy applies to all committee members, staff and volunteers of ECCC.

- Committee members, staff and volunteers will respect the confidentiality of information obtained in the course of any ECCC meetings and will not share information with reference to consumers to networks or individuals outside the context of these meetings.
- Committee members, staff and volunteers will respect the confidentiality of information obtained in the course of advice or a referral service provided by ECCC. Committee members, staff and volunteers shall not share confidences revealed by consumers without their consent, except when compelling moral, ethical or legislative mandatory reporting reasons exist.
- Committee members, staff and volunteers shall inform consumers fully about the limits of privacy within ECCC, the purpose for which personal information is obtained and how it may be used.
- Committee members, staff and volunteers working with consumers will allow them access to their file, if such a file exists.
- When providing consumers with access to records, committee members, staff and volunteers will take due care to protect the confidences of others contained in those files.

### Procedures

All committee members, staff and volunteers sign a confidentiality agreement on commencement at ECCC and attend regular training sessions and/or meetings which uphold the principles of this policy.

### Accountability

All committee members, staff and volunteers are responsible for ensuring the implementation of the Privacy Policy.

### Evaluation Method

Ongoing evaluation will be held through observation, informal communication, written complaints or feedback of organisational members.

**Date Adopted** 19 February 2008

**Review Date** December 2011

### Related Policies and Documentation

Community Service Standards Nos 1-11

Freedom of Information Legislation including Act of 1992