



CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT (CEPD) OFFICE PRIVACY PROTOCOL

INTRODUCTION

The NOSM Continuing Education and Professional Development (CEPD) Office plays a lead role in the provision of continuing health education opportunities to health care professionals across Northern Ontario. The CEPD Office takes client privacy very seriously. This Privacy Policy is a formal statement of the principles and guidelines that the NOSM CEPD Office uses when managing the personal information of its clients. The objective of this policy is to promote responsible and transparent practices in the management of personal information, in accordance with the provisions of the Ontario *Freedom of Information and Protection of Personal Information Act (FIPPA)* and the Canada *Personal Information Protection and Electronic Documents Act (PIPEDA)*. This policy will be periodically reviewed to ensure it remains relevant and current with changing technologies, processes and laws.

This policy was reviewed and approved by the NOSM CEPD Advisory on September 18, 2008. NOSM policy template has section for approval/review dates.

PRINCIPLES

1. Accountability

The CEPD Office is responsible for the personal information under its control. In recognition of this, the Office will be responsible for ensuring compliance with the following principles. The Office will take measures to ensure that third party partner organizations have policies in place to manage personal information.

2. Identifying Purposes for the Collection of Personal Information

The CEPD Office will define the purposes for which personal information is collected at, or before the time the information is collected.

3. Obtaining Consent for Collection, Use, or Disclosure of Personal Information

The CEPD Office will inform individuals and obtain consent for the collection, use, or disclosure of personal information.

4. Limiting Collection of Personal Information

The CEPD Office shall limit the collection and use of personal information to that which is necessary for the purposes identified by the organization. The collection of personal information shall be done through fair and lawful means.

5. Limiting Use, Disclosure, and Retention of Personal Information

The CEPD Office will use or disclose personal information only for the purposes for which it was collected, except with the consent of the individual as authorized by law. The Office shall retain personal information only as long as necessary to satisfy the purposes.

6. Ensuring Accuracy of Personal Information

Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

7. Safeguarding Personal Information

The CEPD Office shall protect personal information from unauthorized access, disclosure, copying, use or modification by security safeguards appropriate to the sensitivity of the information.

8. Openness Concerning Privacy Policies and Practices

The CEPD Office shall make readily available to clients and employees information about its policies and practices relating to the management of personal information.

9. Client Access to Personal Information

The CEPD Office shall inform clients of the existence, use and disclosure of his or her personal information upon request and shall give the individual access to that information subject to specific exemptions. A client shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate under the relevant Act.

10. Provide recourse

The CEPD Office will provide simple and easily accessible procedures to address questions or concerns regarding privacy of personal information.

SCOPE AND A

DEFINITIONS

COLLECTION the act of gathering, acquiring, recording, or obtaining personal information from any source, including third parties, by any means.

CONSENT voluntary agreement with what is being done or proposed. Consent can be either express or implied. Express consent is given explicitly, either orally or in writing. Express consent is unequivocal and does not require any inference on the part of the organization seeking consent. Implied consent arises where consent may be reasonably inferred from the action or inaction of the individual.

CLIENT any individual who uses, or applies to use, the CEPD

DISCLOSURE

Principle 1 Accountability

The CEPD Office is responsible for the personal information under its control. NOSM has privacy principles. The CEPD Office will take measures to ensure that third party partner organizations have policies and practices in place to manage personal information consistent with applicable Acts.

Responsibility for ensuring compliance with this Policy rests with the senior management of the CEPD Office which shall nominate one person to be accountable for compliance. The appointed CEPD *any questions or concerns* regarding The CEPD

The CEPD Office is responsible for personal information in its possession or control. The Office shall use appropriate means to ensure a comparable level of protection for any instances where information is being processed by a third party.

The CEPD Office shall implement policies and procedures to implement the Privacy Policy, including:

- implementing procedures to protect personal information consistent with the principles and to oversee the CEPD

- establishing procedures to receive and respond to inquiries or complaints;

- communicating to staff about the CEPD *policies and practices.*

Principle 2 - Identifying Purposes for the Collection of Personal Information

The CEPD Office will define the purposes for which personal information is collected at or before the time the information is collected.

2.1 The CEPD Office collects personal information only for the following purposes:

- to process training registrations and membership applications;

- to complete research studies and to report utilization statistics;

- to understand client needs and preferences;

- to market services and advise individuals of information brochures and new developments;

- to meet legal or regulatory requirements.

any other purpose or consistent purpose as identified by us to you at or before the time we request your personal information or with your subsequent consent.

Principle.

- 2.2 The CEPD Office shall inform clients orally, electronically, or in writing about the identified purposes at or before the time personal information is collected. Upon request, staff of the CEPD Office will explain these purposes to the client or refer the client to the NOSM or CEPD Privacy Officer who shall explain these purposes.
- 2.3 The CEPD Office shall not use or disclose for any new purpose information that has been collected without first identifying and documenting the new purpose and obtaining the consent of the client.

Principle 3- Obtaining Consent for Collection, Use, or Disclosure of Personal Information

The CEPD Office will inform individuals and obtain consent for the collection, use, or disclosure of personal information subject to specific exemptions or limitations in the relevant Act.

- 3.1 In obtaining consent, the CEPD Office shall use reasonable efforts to ensure that a client is advised of the identified purposes for which personal information will be used or disclosed.
- 3.2 The CEPD Office will seek consent to use and disclose personal information at the same time it collects the information. However, the Office may seek to use and disclose personal information after it has been collected, but before it is used or disclosed, for a new purpose.
- 3.3 In determining appropriate form of consent, The CEPD Office shall take into account the sensitivity of the personal information and the reasonable expectations of its clients.
- 3.4 In general, the use of services by a client constitutes implied consent for the CEPD Office to collect, use, and discloses personal information for all identified and consistent purposes.
- 3.5 A client may withdraw consent at any time, subject to reasonable notice. Clients may contact the CEPD Office for more information regarding the implications of withdrawing consent.

Principle 4- Limiting Collection of Personal Information

The CEPD Office shall limit the collection and use of personal information to that which is necessary for the purposes identified by the organization. The collection of personal information shall be done through fair and lawful means.

- 4.1 The CEPD Office collects personal information primarily from its clients.
- 4.2 The CEPD Office may also collect personal information from other organizations, including university partners, who represent that they have the right to disclose the information

Principle 5 - Limiting Use, Disclosure, and Retention of Personal Information

The CEPD Office shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as authorized/required by law. Fair information practices suggest that personal information should only be retained for as long as necessary for the fulfillment of the purposes for which it is collected, but when information is used to make a decision about someone, it should be retained long enough for the individual to be able to access it, and appeal any denial of access. The general retention period is one year.

5.1 The CEPD

affiliated partner universities for the purposes of granting MainPro or MOC study credits;

certain financial institutions for the purpose of processing payment by credit card;

partner universities for research purposes;

professional associations, societies/colleges for the purposes of recording study credits awarded;

a company or individual employed by the CEPD Office to perform functions on its behalf, such as research or data processing;

another company or individual for the development, enhancement, marketing, or provision of any of the CEPD

Principle 7- Safeguarding Personal Information

The CEPD Office shall protect personal information by security safeguards appropriate to the sensitivity of the information.

- 7.1 The CEPD Office shall protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Personal information shall be protected regardless of the format in which it is held.
- 7.2 The CEPD Office shall protect personal information disclosed to third parties by contractual agreements stipulating the confidentiality of the information and the purposes for which it is to be used.
- 7.3 All the CEPD Office employees with access to personal information shall be required to respect the confidentiality of that information.

Principle 8 - Openness Concerning Privacy Policies and Practices

The CEPD Office shall make readily available to clients specific information about its policies and practices relating to the management of personal information.

- 8.1 The CEPD Office shall make information about its policies and practices easy to understand, including:

CEPD Privacy

The means of gaining access to personal information held by the Office;

A description of the type personal information collected.

- 8.2 The CEPD Office shall make information about its policies and practices easy to obtain by publishing a copy of the policy on its website and making a hard copy of the policy available.

Principle 9 - Client Access to Personal Information

The CEPD Office shall inform a client of the existence, use and disclosure of his or her personal information upon request and shall give the individual access to that information subject to specific exemptions and limitations in the relevant Act. A client shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate under the relevant Act.

- 9.1 Upon request, the CEPD Office shall afford clients a reasonable opportunity to review the understandable form within a reasonable time and at a minimal or no cost to the individual.
- 9.2 Upon request, the CEPD Office shall provide an account of the use and disclosure of personal information and, where reasonably possible, shall state the source of the information. In providing an account of the disclosure, the Office shall provide a list of organizations to which it may have disclosed personal information about the individual when it is not possible to provide an actual list.

9.3 The CEPD Office shall promptly correct or complete any personal information found to be inaccurate or incomplete. Any unresolved differences as to accuracy or completeness shall CEPD Office shall transmit to any third parties having access to the personal information in question any amended information or any unresolved differences.

9.4 Clients can seek access to their personal information by contacting the designated representative at the CEPD Office.

Principle 10 - Provide recourse

The CEPD Office will provide simple and easily accessible procedures to address questions or concerns regarding privacy of personal information.

10.1 The CEPD Office will record the date a complaint is received and the nature of the complaint, acknowledge receipt of the complaint promptly and contact the individual to clarify the complaint, if necessary.

10.2 Complaints will be assigned to a person with the skills necessary to review it fairly and impartially and provide that individual with access to all relevant records, employees or others who handled the personal information or access request.

10.3 Individuals will be notified of the outcome of investigations clearly and promptly, informing them of any relevant steps taken.

10.4 CEPD will correct any inaccurate personal information or modify policies and procedures based on the outcome of complaint, and ensure that staff in the organization is aware of any changes to these policies and procedures.

NB: This policy has been adapted with permission, from the Privacy Policy of Professional Development & Conferencing Services, Faculty of Medicine, Memorial University of Newfoundland (2005).