



PRIVACY POLICY

This policy outlines Navasthala's commitment to respecting people's privacy and confidentiality.

Definitions:

"Confidential Business Information" means any Corporate-related, financial or administrative information. This includes information stored on all forms of media including, but not limited to, paper, electronic, magnetic, optical disk and microfiche.

"FIPPA" means the Freedom of Information and Protection of Privacy Act, as amended from time to time.

"Personal Information" means any information about an identifiable individual (including, but not limited to, volunteers, students, Interns, Staff, or members of the public), but it does not include business contact information (business contact information is information such as a person's title, business telephone number, business address, email or facsimile number).

Examples of Personal Information include but are not limited to:

- The individual's name, address, telephone number;
- An individual's race, national or ethnic origin, colour or religious beliefs or associations;
- An individual's age, sex, sexual orientation, marital status or family status;
- Information about an individual's educational, financial, criminal or employment history;
- Anyone else's opinions about the individual;

- The individual's personal views or opinions, except if they are about someone else.

Personal information can be recorded in any format, including books, documents, maps, drawings, photographs, letters, vouchers, papers, and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means.

“Privacy Impact Assessment” means the process to determine whether new systems, programs, initiatives, strategies or proposals meet the privacy and security requirements of the BC Freedom of Information and Protection of Information Act, other regulatory requirements and PHC policies and principles for information privacy and confidentiality.

“Staff” means all officers, directors, employees, contractors, physicians, dentists, midwives, health care professionals, students and volunteers engaged by Navasthala.

1. Introduction

The policy has been developed to ensure our work practice maintains and respects people's privacy and confidentiality.

2. Scope

The policy applies to all employees, paid and unpaid, undertaking Navasthala's work with their clients.

Our privacy and confidentiality policy relate to information about Personal, Health and Sensitive Information.

3. Policy

Navasthala respects and protects the rights of our clients and vendors, their privacy and confidentiality as well as those of our employees and other people who provide unpaid support.

Principles are underpinned as follows:

We respect that information shared by clients or vendors belongs to them. We only share information with other Navasthala staff for the purposes of providing the best possible support and services. We ask for your consent before collecting sensitive information.

We only share information with permission unless there are significant issues of safety or well-being that ethically or legally require us to report to another authority. Even at these circumstances, we would inform the concerned individual of the same.

We take reasonable steps to ensure information we collect is relevant and accurate, and ensure it is kept safe and not used inappropriately. We are required to maintain computerized records as well as having paper copies of certain information, such as personal records. Any member deemed suitable by Navasthala can access and review personal information, including the computerized records.

If you wish to make enquires with regards to accessing any information, please contact Navasthala and a meeting will be arranged within 14 days of you making contact to request to review the requested information.

We do not use government identifiers, such as your Aadhar Numbers, Voter ID, Driving Licenses or Tax File Numbers as a means of identifying an Individual on our systems. Wherever it is possible we will offer anonymity but in situations where it impacts on the quality of supports, it may be necessary for us to identify individuals.

To meet funding requirements, we are required to provide statistical information which may include our client or vendor's name.

We will not transfer personal information to any party or body outside our organization without a written consent unless it is necessary and authorized by law. If a transfer was to occur at an individual's request, we will require a written consent to authorize this transfer.

Any information or consent that is collected and checked, will be replaced and updated time to time to ensure it is up to date and accurate.

If an individual / vendor / client no longer require Navasthala's services, information will be kept in the inactive section of our recording and filing systems for one year. It will be placed into a secure archive one year after all services cease.

If Navasthala has not acted in accordance with their Privacy and Confidentiality Policy, or the consent you have given us, you may lodge a complaint by accessing our complaints policy.

4. Responsibilities

It is the responsibility of all employees to respect and protect our customer's privacy and confidentiality.

It is the responsibility of the Directors and Executives to implement and monitor this policy and ensure appropriate systems are in place to protect privacy and confidentiality.