


Website Privacy Policy			 <b>Canadian Mental Health Association</b> Prince George & Quesnel
Policy #	Technology	Date Created	March 3, 2016
Authority	Executive Director	Date of Last Review	June 29, 2019

The Website Privacy Policy informs everyone of CMHA commitment to privacy and establishes the methods by which privacy is ensured. This Website Privacy Policy applies to all personal information within CMHA's possession and control.

## Definitions

Personal information is defined as: any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social security number, nationality, gender, health history, financial data, credit card numbers, bank account numbers, assets, debts, liabilities, payment records, credit records, loan records, opinions, and personal views.

Business information refers to: CMHA business address, and phone number, name of owner, executive officer, and director, job titles, business registration numbers, and financial status. Business information is handled with the same level of confidentiality, privacy, and respect as personal information.

Consent is obtained when an individual signs an application or form containing personal information, authorizing CMHA to collect, use, and disclose the individual's personal information for purposes stated on the form. Implied consent is granted by the individual when they sign an application, form or agree to the terms of use on a website. This allows CMHA to obtain or verify information from third parties (such as banks, credit bureaus, lenders, or insurance companies) in the process of assessing the eligibility of an individual, customer, client, job applicant, or business partner.

## Guidelines

- CMHA collects and uses personal information solely for the purpose of conducting business and developing an understanding of its customers. CMHA hereby asserts personal information will only be used for the following purposes:
  1. Verify suitability for employment or volunteer purposes.
  2. Meet funding eligibility requirements.
  3. Meet legal requirements of operation.
- CMHA assumes full accountability for the personal information within its possession and control. The Executive Director acts as custodian of all privacy matters and legal compliance with privacy laws.
- CMHA obtains personal information directly from the individual to whom the information belongs. Individuals are entitled to know how CMHA uses personal information and this organization will limit the use of any personal information collected only to what is needed for stated purposes. CMHA will obtain individual consent if personal information is to be used for any other purpose.
- Under no circumstances will CMHA sell, distribute, or otherwise disclose personal information or contact lists to third parties. Limited disclosure may be required as part of CMHA fulfilling business duties and day-to-day operations. This may include consultants, suppliers, or business partners of CMHA, but only with the understanding that these parties obey and abide by this

Website Privacy Policy, to the extent necessary for fulfilling business duties and day-to-day operations.

- CMHA will retain personal information for the duration it is needed for conducting business. Once no longer required, it will be destroyed in a safe and secure manner. Where laws require certain personal information be kept for a specified time, the law will supersede this policy.
- Access to personal information will be authorized only for employees and other agents of CMHA who require the information to perform their job duties, and to those otherwise authorized by law.
- CMHA computer and network systems are secured by complex passwords. Only authorized individuals may access secure systems and databases.
- Routers and servers connected to the Internet are protected by a firewall, and are further protected from virus attacks or "snooping" by sufficient software solutions.

### **Website Privacy Procedures**

CMHA's website will include our privacy policy and disclose our personal information practices.

Individuals inputting data into the website will be notified of:

- Identifiable information about the individual collected from the website or affiliate sites.
- Information about the organization collecting the data.
- How the data will be used.
- With whom the data may or may not be disclosed.
- Individual options regarding the collection, use, and disclosure of personal information.
- The IT security procedures in place that protect against the destruction, loss, theft, alteration, or misuse of personal information under CMHA's possession and control.
- How an individual may access and correct any inaccuracies in their personal information.
- CMHA does not collect identifiable information from anyone known to be under thirteen (13).
- CMHA may share compiled demographic information with its business partners and/or funders, but no personal information that can identify any individual person shall be disclosed.
- Website may contain links to other sites, but CMHA is not responsible for the privacy practices of other organizations' sites.
- IP addresses will be logged in order to administer the site, track visitors and gather demographic information, these IP addresses will not be linked to any personally identifiable information.
- Any form asking site visitors to enter personal/financial info will be protected by SSL encryption.
- Site visitors are given the choice to opt out of having their personal information used
- CMHA will grant individuals access to their personal information upon presentation of a written request and identification. If an individual finds errors of fact with his/her personal information, the individual should notify CMHA as soon as possible to make the appropriate corrections.
- CMHA is under obligation by law to disclose personal information when required to adhere to an investigation of the contravention of a regional or federal law.
- An emergency that threatens an individual's life, health, or personal security may result in sharing information.
- personal information used for in-house statistical study or research is approved and not subject to privacy
- The personal information that is already publicly available is not subject to privacy
- Disclosure may be required to investigate a breach of contract.

Questions or concerns regarding this Website Privacy Policy can be addressed by contacting CMHA at 250-564-8644, or [www.cmhapg.ca](http://www.cmhapg.ca). CMHA will investigate and respond to concerns about any aspect of the handling of personal information. This organization will address concerns to the best of its abilities.

*Breach of this policy may result in discipline up to and including termination for volunteers, employees, or management.*