

BACI Life Sharing Privacy Protection for People Receiving Services – Procedures And Expectations of Contractors

Overview

As a service provider we are responsible for the collection, maintenance, and use of personal information for those receiving services. Contractors must act in a responsible and lawful manner to make sure the appropriate protections and safeguards for personal information are in place and followed.

People receiving services refer to the following:

- Adults receiving services
- Children receiving services
- Family members of adults or children receiving services
- Friends of adults or children receiving services
- Legal guardians or designates of adults or children receiving services

Personal information will refer to factual or subjective information that may identify the person being supported. It does not include certain publicly available information a supported person's name, title, and business contact information or certain publicly available information. Personal information can be in any form including written, oral, and electronic.

Purpose

- To protect the person from harm resulting from the unauthorized or inappropriate release of personal and confidential information.
- To comply with legislation regarding the protection of personal information.
- To comply with best practices concerning the confidentiality of personal information.

Expectations

Contractors will comply with Provincial and Federal legislation and regulations as well as best ethical and professional practices regarding the protection and release of personal and confidential information relating to the person they are supporting, their family and the organization.

Collection and Use of Personal Information

Personal information will be collected by fair and lawful means.

Contractors will limit the collection and use of personal information from those they support to that, which is required by law, and to that which is required to effectively plan and provide services. Contractors will only collect information for purposes that a reasonable person would consider appropriate, including:

- To understand the needs and objectives of the person being supported.
- To plan and/or deliver services to the person being supported.
- To fulfill requirement to provide the service outcomes outlined in their contracts with funders.