

1.4 Confidentiality

Policy

KW Counselling Services believes that information gathered during the course of our work - about clients, donors, employees, student interns, members of the board, corporate clients and volunteers - is private and every safeguard should be taken to ensure that personal information is kept confidential, in keeping with The Freedom of Information and Protection of Privacy Act (Ontario) and the Personal Information Protection and Electronics Documents Act (Canada).

Procedure

Employees, Student Interns and Volunteers must, at all times, act prudently to ensure that personal information they may have under their control is maintained confidentially.

- Information regarding persons should not be available on a desk or computer for casual observation.
- Employees, Student Interns and Volunteers should lock desks and file cabinets to guard against unintended access to personal information.
- Secure password protection must be maintained on all workstations (to access emails and computer files) and telephones (to access voice mail). Employees Student Interns and Volunteers should log off when away from the computer.
- Employees, Student Interns and Volunteers must be prepared to answer enquiries regarding protection of personal or organizational information or to direct enquiries to the next level within the Agency.