

# PRIVACY MANAGEMENT PROGRAM

Personal Information is collected, used & disclosed in the context of our business. We will obtain consent to collect, use, or disclose personal information and will notify when, and for what purpose, such information is being collected.

## Core Values

The qathet Regional District is a public body whose business is done on behalf of and in the best interests of its citizens. The business of the Regional District encompasses all departments, and personal information is considered in the context of our records management program. The Regional District has a legal and moral obligation to responsibly manage personal information.

The qathet Regional District protects the personal information it collects, uses, and discloses in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) by:

- promoting a culture of privacy awareness,
- applying sound information access and privacy principles, and
- implementing appropriate and reasonable security measures.

## Program Objectives

- Privacy considerations are built into all qathet Regional District initiatives, programs, and services.
- Personal information is responsibly collected, used, and disclosed.
- People understand why personal information is being collected, used, and disclosed.
- Employees have a sound understanding of responsible privacy.
- Industry-leading practices for protecting our information and the personal information of others.

## Program Measurements

- Building a corporate culture of privacy awareness.
- Collaborating on privacy management across all departments led by a committed Senior Management Team.
- Implementing a comprehensive Privacy Management Program in compliance with the privacy legislation and regulations.

## Privacy Management Program Components

- 1 Privacy Lead
- 2 PIA and ISA Process
- 3 Privacy Breach Process
- 4 Privacy Awareness and Education
- 5 Privacy Policies
- 6 Service Provider Obligations
- 7 Monitoring and Updating

## Legislation

- Freedom of Information & Protection of Privacy Act (FIPPA)
- Freedom of Information & Protection of Privacy Regulations
- Community Charter and Local Government Act
- Other relevant Federal, Provincial Legislation, and qathet Regional District Bylaws

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# PRIVACY PRINCIPLES

## Accountability

Responsibility for personal information protection is practiced at all levels. A designated Privacy Coordinator provides advice and support related to personal information management to Directors, staff, and members of the public. We provide training and skill development opportunities related to privacy management for all staff. If we use personal information to make a decision directly affecting an individual, the information is retained for at least one year after use in accordance with FIPPA and the Local Government Management Association of BC (LGMA) Records Management Manual.

## Consent

The knowledge and consent of the individual is required for the collection, use, or disclosure of personal information, except in certain limited circumstances. We collect personal information directly from or as authorized by the person concerned. We only use personal information for the purpose we collect it for, unless the person consents to it being used for a different purpose.

## Openness and Transparency

The Regional District aims to instill trust and confidence through its information access and privacy practices. We make information available to the public about policies, practices, and compliance measures relating to personal information management. We inform the public, employees, and service providers about why their personal information is being collected, what it will be used for, and to whom it will be disclosed. We tell people how they can access their personal information.

## Accuracy

Personal information shall be reasonably accurate, complete, and up-to-date. We will ensure that personal information is relevant and accurate before using it. We allow people to update, correct, or amend their personal information where necessary.

## Limiting Collection

The collection of personal information relates directly to, and is necessary for a program or activity. We collect personal information for a lawful purpose that is directly related to our functions and activities. We maintain a Personal Information Inventory to record the nature of personal information we collect, store, and share. We regularly review the nature (amount, sensitivity, elements) of personal information collected.

## Limiting Use, Disclosure, and Retention

Personal information is used or disclosed for the purposes for which it was collected, except with the consent of the individual or as required by law. We use the BC LGMA Records Management Manual to apply a consistent and comprehensive approach to managing the personal information we use. We implement Information Sharing Agreements to document the purposes and conditions of information access and use with other organizations.

## Security

Personal information is protected by security safeguards appropriate to the sensitivity of the information. We have policies in place to govern the use of technology resources. We store and protect records responsibly based on the sensitivity of the information. We keep personal information no longer than necessary and destroy it appropriately. We review service provider contracts, and include the privacy protection clauses that address the prohibition of the disclosure of personal information outside Canada, except in limited circumstances.

## Individual Access

Upon request, an individual shall be informed of the existence, use, and disclosure of personal information and shall be given access to that information. We tell people how they can access and amend their personal information. We tell people who they can contact for access to their information. We maintain and make available a directory that lists personal information banks.

