



## PRIVACY AND CONFIDENTIALITY POLICY

Policy Details	
<b>POLICY NAME</b>	Privacy and Confidentiality Policy
<b>POLICY ID</b>	PRI-POLICY-PRIVACY AND CONFIDENTIALITY POLICY-Nov2023
<b>POLICY GROUP</b>	Privacy
<b>EFFECTIVE DATE</b>	November 23, 2023
<b>REVIEW DATE</b>	November 23, 2027
<b>OWNER</b>	Director, Primary Care and Mental Health Services
<b>RELATED GOVERNANCE POLICY(IES)</b>	Privacy and Security, Data Collection and Record Management
<b>GOVERNING LEGISLATION</b>	N/A
<b>RELATED POLICY(IES)</b>	
<b>PROCEDURE(S)</b>	Amendment of Records Client Access to Client Information & Records Client Records Retention, Storage & Destruction Confidentiality Agreement Consent Management Corporate Privacy E-Mail Sending and Receiving EMR Privacy Auditing and Logging Personnel Records Privacy & Security Training Privacy Breach Privacy Inquiries and Complaints Privacy Officer Release of Information and Transfer of Records Staff Access to Records & Record Keeping

## POLICY

PQWCHC is committed to protecting the privacy and confidentiality of the personal information including personal health information in its custody and control. It is the responsibility of all PQWCHC staff, students, and volunteers to maintain the confidentiality of all matters related to clients of the centre, including medical records and all other personal information, during their employment and after the termination of their employment.

In doing so PQWCHC fulfils its obligations for privacy, security, data collection and use, retention, disclosure, confidentiality, access, breach management and notification, and destruction of personal information as outlined by and in compliance with applicable laws.



Additionally, PQWCHC has appointed a Privacy Officer, who is accountable to the Executive Director, who monitors and ensures agency compliance with privacy laws and regulations through regular audits, staff training, clearly defined parameters for accessing personal information, the appropriate use of technology, and all other legally required and reasonable steps to protect the confidentiality of personal information.

All PQWCHC clients have the right to ask questions or make a complaint about PQWCHC's handling of their personal information or compliance with applicable laws. Inquiries or complaints may be verbal or in writing.