

<p>Policy Restorative Justice Victoria</p>	<p>Date Issued: June 2019</p>
<p>Topic: Information Management - Privacy</p>	<p>Policy Number: 1.2.2</p>
	<p>Source: Restorative Justice Operational Policies</p>
<p>Policy Statement</p> <p>Restorative Justice Victoria collects personal information for the sole purpose of delivering quality programs and services. Personal information will be treated as confidential and in a manner that complies with the <i>BC Personal Information Protection Act</i> and the <i>Freedom of Information and Protection of Privacy Act (FOIPPA)</i> as it pertains to specific referral agencies.</p>	

Background

To deliver quality service to individuals we need to collect personal information. Without personal information RJV cannot provide effective services and support to clients, and manage and support staff and volunteers.

RJV collects, uses and discloses personal information for the following purposes:

- Administering requests for client services under RJV Referral Agreements with Public Bodies.
- Administering requests for client service from other sources.
- Establishing and maintaining communications with clients and volunteers.
- Complying with the law.
- Notifying volunteers about events and learning opportunities related to RJV or other similar agencies.

Definition

Personal information means information that can identify an individual (for example, a person's name, address, home phone number or ID number). It also means information about an identifiable individual (for example, physical description, educational qualifications or blood type). Personal information includes employee information but does not include business contact information or work product information (PIPA)

Procedure

The Board Chair serves as the Privacy Officer and ensures compliance with the Act.

Information collection

When Restorative Justice Victoria collects personal information, it must:

- Identify the purpose(s) for collecting the personal information, and for referrals from public bodies must specify that the agreement with those agencies authorizes the collection of said information.
- Provide at the request of the individual, the title, business address and business telephone number of an RJV staff who can answer questions about collection of that information, or the name and number of the designated individual from the appropriate public body.

At RJV, clients, volunteers and staff are asked to provide their personal information in a number of ways, including:

- Completing an Intake Questionnaire, Contact Information Form, Client Confidentiality Agreement, Agreement to Participate, and Restorative Justice Agreement.
- Throughout the restorative justice process.
- Completing a volunteer application in person or online.
- Completing a job application.
- Being interviewed by phone or in person.

Personal information is collected and stored in accordance with the procedures contained in this policy.

Consent

Consent for past and future collection of personal information is given when people:

- Voluntarily provide personal information directly to RJV.
- Express consent or acknowledgement as part of a written, verbal or electronic application process.
- Provide consent in response to a specific request from RJV for a specific purpose.

- Access this Privacy Policy on the Restorative Justice Victoria website and do not notify RJV that consent is withdrawn.
- Provide consent through their authorized representative, such as legal guardian, agent, or holder of a power of attorney.

Withdrawal of consent

Subject to certain legal contractual restrictions and reasonable notice, an individual may withdraw their consent at any time. RJV will inform the individual of the consequences of withdrawing their consent.

In some cases, refusing to provide certain personal information or withdrawing consent for RJV to collect, use or disclose their personal information could mean that RJV cannot provide them with service or information.

Information disclosure - Third party

RJV will not provide or share personal information to third parties unless:

- The person has authorized RJV to share the information.
- Sharing the information is necessary to render a service, or accept the service of a volunteer.
- RJV is required to do so by law, such as by subpoena, warrant or court order or to ensure the safety of an individual.

Information Access – Owner

- Volunteers and clients (except for referrals from Public Bodies governed by FOIPPA) may request access to review and/or request a correction to any of their information that RJV holds
- Clients, (referred by an agency governed by FOIPPA) making an access request related to documents created by a Public Body must be directed to the Public Body which created the documents.
- Volunteers and clients may request information about the way(s) in which their personal information has been/ is being used by RJV.

Information security

- RJV retains personal and personnel information in a secure location to protect against risks such as unauthorized access, collection, use, disclosure, copying, modification or disposal. (See Operations Manual, policies 1.2.3 Records Management, 1.2.4 Workstation/Computer Security and 1.2.5 Password Protection)
 - Security measures have been integrated into RJV's design, implementation and day-to-day operating practices.

- In the event of an incident which may jeopardize the security of an individual's personal information, the individual and any related Public Body will be notified.

Information retention and disposal

- Information received from a referring agency is returned to the appropriate Public Body, or destroyed at the time of file closure.
- Information is destroyed, using approved secure methods, according to legislated requirements once the purpose for which the information was collected is no longer valid.
- All case files and documents pertaining information collected by RJV will be shredded 1 year after the file is formally closed.
- Case emails are deleted once the case is closed. Any important emails are printed and saved in the file for a year. Volunteers are notified of case closure and reminded to delete emails.