

# CALGARY WEST SENIORS HOUSING SOCIETY

## Confidentiality and Privacy Policy

### **Our commitment**

#### Policy

- The Society takes responsibility for maintaining and protecting the personal information under our control.

#### Procedure

- The Society will have a Privacy Officer who can be contacted directly by the public. Our personal data protection practices will be reviewed periodically to ensure that we are in compliance with applicable legislation and current best practices.

### **How we collect, use and disclose personal information**

- Personal information will be collected only as required.
- Collecting personal information about job candidates, staff and consultants will be used only to establish and maintain the employment, contractual or other business relationships with them.
- The purposes for collecting personal information about our residents and prospective residents is primarily to establish and maintain the tenancy contractual relationship to best protect the safety of the resident, prospective resident and other tenants and staff of the Society.
- As appropriate, the Society will ask for specific consent to collect, use and disclose personal information. This may be in writing or orally. In some cases, consent can be implied through an individual relationship or conduct with us.
- Personal information supplied to us is confidential and we do not disclose the information to any third party except with actual or implied consent, or as permitted or required by law. We do not exchange or sell personal information.

### **Protecting your personal information**

- Our security safeguards include premises security and restricted access to files containing personal information. Depending upon the information under our control, we also use technological safeguards such as security software and firewalls to prevent hacking or unauthorized computer access, internal passwords and security policies.

## **Accessing your personal information**

- You may write to our Privacy Officer to request access to personal information about you. The Society will generally inform you if we are holding personal information about you, as well as details about the personal information. We reserve the right to confirm your identity before complying with any access request. In responding to an access request, we may charge a reasonable copying or retrieval fee, the amount of which we will provide in advance. Access to personal information may be denied if required or authorized by law. If the request for access is denied, the Society will provide an explanation of the reasons for the denial.
- If you choose to withdraw your consent to continued collection, use or retention of your personal information, we will explain the consequences of such withdrawal.
- You may also challenge the accuracy of personal information about you in our custody and The Society will amend personal information where appropriate.

## **Monitoring and Security**

- The public areas of our buildings are monitored by security cameras. This technology is used for valid purposes and all information gathered shall be maintained under secure procedures. Any data collected shall not be transferred to third parties without consent or compulsion by law.

## **How to contact us**

- If you wish to request access to personal information about you, request a correction to information about you or have questions about our privacy policy, you may contact our Chief Privacy Officer as follows:

**Calgary West Seniors Housing Society**  
**#127, 11 Varsity Estates View NW**  
**Calgary, AB T3B 5G5**  
**Phone: (403) 286-7402**  
**Fax: (403) 286-0693**  
**Attention: Marlys Jordan**

The Society reviews this privacy policy on an annual basis.