

Mental Health Policies & Procedures: A Manager's Toolkit

PIPEDA: Personal Information Protection and Electronic Documents Act- Fact Sheet

PIPEDA is national legislation for the protection of personal information. PIPEDA is a set of 10 principles that organizations must follow when collecting, using and disclosing personal information.

1. **Accountability:** An organization is responsible for personal information under its control and it must develop and implement privacy policies and practices.
2. **Identifying Purposes:** An organization must tell clients why it is collecting personal information at or before the time the information is collected.
3. **Consent:** Clients must give permission for an organization to collect, use or share personal information.
4. **Limiting Collection:** Organizations can only collect personal information which is necessary for the purposes identified by the organization.
5. **Limiting Use, Disclosure, and Retention:** Personal information cannot be used or shared for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Information no longer required must be destroyed.
6. **Accuracy:** Personal information must be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.
7. **Safeguards:** Personal information must be protected against loss, theft or unauthorized use.
8. **Openness:** An organization's privacy policies should be available for people to see and it should be easy to understand.
9. **Individual Access:** Except for safety reasons, clients have the right to look at their personal information, challenge its accuracy and make changes.
10. **Challenging Compliance:** Clients have the right to complain or challenge an organization if they feel an organization/business is not complying with the ten principles. Clients are encouraged to talk with the organization first and give them a chance to correct the problem. If this is still not satisfactory, clients have the right to make a complaint with the Privacy Commissioner of Canada. Phone **1-800-282-1376** or visit the website at **www.privcom.gc.ca**

NOTE: Before your organization begins the process of implementing PIPEDA, take a look at your current Policies & Procedures (as well as the Policies & Procedures in this Toolkit) to avoid duplication. Many of these PIPEDA issues are covered in most employee manuals.

Online Resources:



Office of the Privacy Commissioner of Canada: Build a Privacy Plan for Your Business

Step-by-step online tool to help you put together your PIPEDA/Privacy plan

<http://www.priv.gc.ca/resource/tool-outil/english/index.asp?a=logout>