TCC Inc.

HUMAN RESOURCES POLICIES

Privacy Policy

Part Two – Expectations

Date: March 2017

Reviewed:	**Approved:**
Jul. 2015 – Internal Review	**Jun. 17 – Board of Directors**
Apr. 2017 – Legal	**Nov. 18 – Board of Directors**
	Nov. 20 – Board of Directors
	Nov. 21 – Board of Directors

INTENT

TCC Inc. has a responsibility to promote compliance with all applicable laws, including privacy laws such as the *Personal Information Protection and Electronic Documents Act* and applicable provincial legislation (individually and collectively, the "Act"). The intent of this Policy is to foster an understanding of, and compliance with, the privacy laws that apply to the organization's business through the implementation of proper procedures for dealing with personal information.

This policy also applies to any service providers collecting, using, or disclosing personal information on behalf of TCC Inc.

TCC Inc. respects the employees' right to privacy and this privacy policy is designed to protect the confidentiality of the employees' personal information.

All employees and volunteers of TCC Inc. are required to comply with this privacy policy.

TCC Inc. collects, uses, and discloses the employees' personal information only with their knowledge and consent.

TCC Inc. limits the collection of personal information to those purposes set out in its policy.

If an employee does not wish TCC Inc. to contact them for any of these purposes, at any time the employee may simply contact TCC Inc.'s Privacy Officer, and the organization will gladly accommodate the employee's request, where possible.

TCC Inc. limits the use of information only to the purposes for which the employees have consented.

The organization will never disclose the employees' personal information without their knowledge and consent, except where permitted or required by law.

TCC Inc. safeguards the employees' personal information with safeguards appropriate to its sensitivity. All employees have a right of access to their personal information.

Employees have a right to complain to the Privacy Officer about any violation of their privacy rights.

STATEMENT OF PURPOSES

At TCC Inc., the organization only collects and uses personal information to deliver services and to keep one informed and up to date on the activities of TCC Inc., including programs, services, special events, funding needs, opportunities to give or to volunteer, open houses and more through periodic contact. Without limiting the generality of the foregoing, TCC Inc. collects and uses personal information for the following specific purposes:

Families: The purpose of collecting personal information about family members is to:

- determine a family member's needs and eligibility to stay at Ronald McDonald House Toronto;
- meet their needs during a stay;
- consult with health care professionals as necessary to provide services;
- arrange for and receive any payments;
- provide follow-up support as required;
- keep them informed about programs, services, special events and opportunities to volunteer or to give;
- ensure a high standard of service to our families and understand family preferences;
- allow effective administration of TCC Inc. and its policies.

Employees: The purpose for collecting personal information about employees is to:

- recruit, train, recognize and retain employees;
- administer payroll and benefit plans;
- process any benefit or other claims an employee may have, such as WSIB or medical-related claims;
- manage the employment relationship, including any performance evaluations, incentive programs or disciplinary measures;
- establish training or development requirements;
- identify a contact person in the event of an emergency;
- comply with applicable employment and human rights legislation.

Volunteers: The purpose for collecting personal information about potential and current volunteers is to:

- determine the suitability of volunteers;
- train, recognize, and retain volunteers;
- establish and maintain a harmonious volunteer relationship;
- keep them informed about programs, services, special events and opportunities to volunteer or to give; and
- respond to a request made by a lawful authority or for other purposes required by law.

Donors, Event Participants and Sponsors: The purpose for collecting personal information about donors, event participants and sponsors is to:

- thank them for their financial support;
- maintain tax records as required by law;

- send out charitable donation receipts;
- establish and maintain harmonious donor relationships;
- keep them informed about programs, services, special events and opportunities to volunteer or to give; and
- respond to a request made by a lawful authority or for other purposes required by law.

Board Members: The purpose for collecting personal information about potential and current Board members is to:

- determine the suitability of individuals to serve on the Board;
- establish and maintain a properly constituted Board member relationship;
- keep them informed about programs, services, special events and opportunities to volunteer or to give; and
- respond to a request made by a lawful authority or for other purposes required by law.

TCC Inc. never discloses employees' personal information, unless required by law, without their knowledge and consent. TCC Inc. does not rent, sell, or trade mailing lists.

Unless TCC Inc. is advised otherwise, by receiving or reading this Privacy Policy, employees are deemed to have given TCC Inc. consent to the collection, use and disclosure of employee personal information for the purposes set out in this Privacy Policy. If employees do not wish TCC Inc. to collect, use or disclose their personal information in the manner set out in this Policy, or for further information, employees should contact the Privacy Officer. Employees may withdraw permission to collect, use and disclose personal information at any time, subject to legal and contractual restrictions and reasonable notice.

PRIVACY PRINCIPLES

Accountability
TCC Inc. is responsible for all personal information that is collected, used, and disclosed. The Privacy Manager is responsible for implementing policies and procedures to protect personal information.

Limiting Purposes
Before collecting any personal information, TCC Inc. will identify the purposes for the information and how it will be used.

Consent
TCC Inc. only collects, uses, and discloses personal information with the employees' knowledge and consent, unless otherwise required by applicable law.

Limiting Collection
TCC Inc. will only collect the personal information required to meet the purposes identified to the employees. TCC Inc. collects personal information fairly and lawfully.

Limiting Use, Disclosure, and Retention
TCC Inc. will not use or disclose personal information for any purposes other than those to which the employees consented or as required by law. TCC Inc. will only retain personal information as long as necessary to meet those purposes.

Accuracy
TCC Inc. will take reasonable steps to ensure that personal information is as accurate, complete, and up to date as necessary for the intended purposes.

Safeguards
TCC Inc. will protect personal information with safeguards appropriate to the sensitivity of the information.

Openness
TCC Inc. will be open about the privacy policies and procedures and attempt to answer any questions employees may have. Employees should contact the Privacy Officer for information on how to make an access request for personal information, to make an inquiry or make a complaint about the RMHC Toronto policies and procedures.

Individual Access
Upon request, TCC Inc. will tell employees if they hold any personal information about the employees and provide employees with access to this information. Employees have a right to challenge its accuracy and completeness and have it amended as appropriate.

Challenging Compliance
Employees have a right to challenge TCC Inc. compliance with the above principles by addressing a complaint to the Privacy Officer.