



Confidentiality Agreement Schedule “C”

Privacy is essential to the delivery of services to individuals who come in contact with the Peel CAS. As a Vendor to the Peel CAS, you must follow the following confidentiality rules.

Service Recipient Personal Information: Personal information about Peel CAS service recipients includes, but is not limited to, name, contact information, identifying markers or descriptions, information relating to someone’s service at Peel CAS, physical or mental health, family history, adoption information, financial information, educational information, the fact that someone is, has been or may become a service recipient of the Peel CAS, and the name of a substitute decision-maker, etc.

1. All personal information about service recipients whether recorded or verbal must be protected.
2. You are only allowed to collect, use and disclose (including: receive, look at, access, ask for, view, copy, record, print, read, listen, share with others) personal information about Peel CAS service recipients on a “need to know basis”, and even then only the minimum amount required, as required for your role or as authorized in writing or as required by law.
3. You are only allowed to use the Peel CAS paper records or electronic record system for your assigned tasks.
4. You will not communicate Peel CAS service recipient’s personal information, except to persons authorized to receive such information and only for the purposes of performing your role.
5. You will not collect, use or disclose personal information of Peel CAS service recipients unless to do so is authorized as part of your role and not for your own purposes. You are specifically not allowed to look at Peel CAS records that might relate to yourself, your family, friends, neighbours or anyone else you may know or want to know.
6. You are not allowed to engage in unauthorized self-initiated study projects, research or learning involving personal information of service recipients without written permission.
7. You will not share your passwords to the Peel CAS’s electronic record systems with anyone. You understand you are responsible for protecting those passwords and access to the Peel CAS systems and records and that you are responsible for all actions performed when the electronic record system has been opened using your password.
8. You will access, process and transmit service recipient personal information using only authorized hardware, software, or other authorized equipment. You understand that you may not save personal information about Peel CAS service recipients on an unencrypted laptop, USB key or other unencrypted portable device.
9. You will not remove any Peel CAS service recipient’s information from the Peel CAS premises (including taking it home to work on) except as authorized in writing. If authorized, you shall securely store the information and ensure it is in your safe custody and control at all times.
10. You will not alter, destroy, copy or interfere with service recipient personal information, except with authorization from the Peel CAS.
11. You shall immediately report all incidents involving loss, theft or unauthorized use or disclosure of a CAS service recipient’s personal information to the Peel CAS <Privacy Officer/Privacy Designate/Privacy Lead Deana DeGrace, email address DDeGrace@peelcas.org.
12. You understand any breach of your duties under this Agreement and your general duty to maintain confidentiality may result in corrective action being taken. Such corrective action may include, but is not limited to:

- i. Reporting to your employer,
 - ii. Retraining,
 - iii. Loss of access to systems,
 - iv. Suspension,
 - v. Reporting your conduct to the Information and Privacy Commissioner of Ontario or a professional regulatory body or both, termination of contract, and immediate dismissal.
13. You understand there could also be notification of affected persons. You understand a privacy breach could also result in you being fined, prosecuted or sued.
14. You understand and agree to abide by these terms and conditions, and they will remain in force even if you cease to be employed by or your relationship ends with the Peel CAS or the vendor on whose behalf you are working at Peel CAS.

Name:

Signature:

Date:



@PeelCAS



#peelcas



@PeelChildrensAid