



## Calgary Immigrant Women's Association

Policy Section:	Policy Subject:	Date Enacted:	Last Review Date:
Operational	Confidentiality	October 2016	February 2021
<b>Policy</b> <p>The Calgary Immigrant Women's Association's (CIWA) policies, procedures, and operations will meet all applicable legislative requirements concerning client, staff, volunteer, membership and donor confidentiality and access to information requirements.</p> <p>CIWA's policies and procedures will express CIWA's values and meet "best practice" standards for privacy of information in client-serving, charitable organizations.</p> <p>In order to encourage and foster open and candid discussion at meetings of the Board of Directors of CIWA (Board) confidentiality must be maintained. Each member of the Board of Directors (Board Director) and staff member shall keep confidential any and all information relating to discussions at its meetings, unless compelled by legal process to disclose such information, or as otherwise agreed by the Board. While Board Directors are free to discuss the result of Board action items, disclosing any information concerning the discussion of such items that occurred during the Board meeting is prohibited. Board Directors acknowledge that any violation of this policy may cause harm to CIWA and therefore shall be subject to termination of his/her Board position.</p> <p>Board Directors, community members, and staff member shall keep confidential any and all information relating to any and all materials, e.g., minutes, correspondence, reports, etc., unless compelled by legal process to disclose such information, or as otherwise agreed by the Board. Neither the contents nor documentation will be shared with anyone other than the Board officers, Board Directors, and authorized agents, unless otherwise agreed by the Board.</p>			
<b>Procedure</b> <p><b>1.0 Implementation</b></p> <p>1.1 CIWA's Chief Executive Officer (CEO) is charged to establish and implement up-to-date, written operational policies and procedures concerning the collection, dissemination, storage and use of personal information about clients, staff, volunteers, members, donors, funders and other stakeholders.</p> <p>1.2 All CIWA staff and volunteers will be informed about these policies and procedures, and held accountable for implementing them in their work.</p> <p>1.3 The CEO will ensure that these policies and procedures are reviewed and their implementation assessed on a yearly basis. Revisions and new practices will be introduced as necessary to maintain conformity with legislative requirements and evolving "best practices."</p> <p>1.4 The Board will develop procedures concerning personal information gathered and used by the Board. These procedures will be in conformity with CIWA's overall operational policy.</p>			

**2.0 Documentation**

- 2.1 Board documents shall be kept in a safe and locked place; electronic files shall be safeguarded with appropriate password and can only be accessed by authorized persons, unless otherwise agreed by the Board.
- 2.2 Any personal information such as resumes of all current and prospective Board Directors, community members, will be kept strictly confidential, unless otherwise agreed by the Board.
- 2.3 Electronic files including email exchanges, e-votes, and other sensitive information shall not be forwarded or disclosed in other means, unless otherwise agreed by the Board.

**Approved by:** Motion recorded in minutes of the Board on October 20, 2016. (The motion to approve the revised policy was recorded in the minutes of the Board on February 17, 2021.)

**Review Period:** Following each incident and with regular policy review established by the Board.

**Tracking Process:** Per incident.