

JOB DESCRIPTION

POSITION : PRIVACY OFFICER:

Purpose of Role: In addition to other roles performed within the organization, this role has been defined to oversee the development and ongoing review and improvement to the company privacy program for ensuring all actions of the company and its staff collect, handle, use, store, and destroy private personal information in accordance with all relevant legislation related to privacy laws.

Scope: The Privacy Officer will lead all aspects of issues that arise with respect to compliance with privacy laws. In consultation with the Management Committee, the Privacy Officer will audit privacy practice in the organization, develop implementation plans, oversee training for employees and associates and respond to clients' concerns.

Accountability: The Privacy Officer is accountable for all aspects of the Organization's compliance to relevant privacy laws. Any alternate Designated Privacy Officer(s) will report directly to the CEO..

Responsibilities: The work of the Privacy Officer is four fold:

- i. **Privacy Audits:**
 - review privacy practice of all programs of the organization every two years;
 - report to Management committee on privacy practice, identifying issues and recommending changes;
 - monitor the implementation of the recommendations.
- ii. **Privacy Education:** :
 - ensure employees understand the privacy laws and implications for their work;
 - ensure employees are kept up to date on new developments in privacy issues and best practice;
 - ensure that clients are well informed about their rights with regards to personal information.
- iii. **Handling Confidential Information:** From time to time, the Privacy Officers will act as custodians to private client information, ensuring secure storage of information and appropriate usage of that information as instructed by the client;
- iv. **Handling of Complaints:** The Privacy Officer will adjudicate complaints from clients on confidential information matters. This includes conducting an investigation and recommendations to the CEO within the time frames described in PIPEDA & PHIPA;

As required, the Privacy Officer will mentor newly appointed designates as they are identified.

Qualifications: The Privacy Officer represents the organization and must be a person who has strong respect from their peers and an ability to develop trust between themselves and others. The CEO will ensure that all other persons designated with responsibility for Privacy functions

- Have clear understanding of the privacy acts;
- Have clear understanding of the legislative requirements governing Privacy and Personal information at a provincial and federal level;
- Have an understanding of training strategies for employees, volunteers and clients;
- Have strong communications skills;
- Have a capacity to work with people from a variety of socio-economic and ethno-cultural backgrounds.