

SECTION 4: PRIVACY AND CONFIDENTIALITY

4.01 PRIVACY PROTECTION AND CONFIDENTIALITY:

The protection of privacy of personal information and confidential records is understood to be a legal obligation. The agency is committed to protecting the personal information of its learners, employees, volunteers, and donors.

We protect personal information collected and adhere to all legislative requirements with respect to protecting privacy. The agency collects personal non-public information from: **learners** (for contact regarding classes, program referral, placements and accountability), **employees** (for employment related purposes), **volunteers** (for contact regarding placement, processing, statistics and notices for appropriate workshops available), and **donors** (for charitable tax receipts, fund appeal letters, notices of fund raising events). Each learner, employee, volunteer, and donor has the right to total confidentiality. Confidential information is any information that could identify a person. This could include: name, address, phone number, any physical, personal, family, financial or educational information. This can refer to any information spoken, printed or written. The maintenance of confidentiality is a key requirement of staff, volunteers and board members working for South Eastman English & Literacy Services. Breach of confidentiality is a serious matter and grounds for dismissal.

Procedures:

1. Written consent is required to collect and release personal information.
2. The use for the specific information collected will be made clear to everyone involved. We collect and use personal information only for the purposes they are intended.
3. Only the information required for administering the agency effectively, to address data collection requirements of the funder(s) and to adhere to all legislative requirements, will be collected.
4. All information collected is kept in confidence and stored in a secure place.
5. Instructors may retain basic contact information to allow for effective communication with learners during the program term. This information should be destroyed at the end of the term.
6. Confidential records are destroyed (hand or machine shredded) after the information they contain has been used for the required reporting.
7. The executive director is appointed as the agency's Privacy Officer. Any questions or concerns about the privacy practices should be addressed to the executive director.

4.02 PUBLIC ELECTIONS:

The agency recognizes it can have a role to play in raising the civic awareness of adult learners. Teachers must remain impartial in presenting election views and must avoid seeking to bias or manipulate learner opinions or votes on behalf of a particular political persuasion, party or candidate.

Instructional activities that involve learners in community affairs are valuable. Teachers have a position of authority which is not to be used for political influence.

Procedures:

1. Teachers may invite speakers into their classes to discuss election or political issues, where appropriate, but must invite representatives of all major parties so that all parties have the same opportunity to participate, if they choose.
2. In leading and moderating political topics and discussions with learners, teachers, regardless of their own partisan politics, must remain politically impartial and strive towards achieving a fair, balanced and informed discussion.
3. Similarly, in pointing to and/or providing resources on political topics, teachers must provide learners with a cross-section of materials that represent a range of ideologies and encourages learners to explore issues and develop their own opinions.