

### **5.ii Confidentiality & Privacy Policy**

Approved March 2022

The Manotick Village & Community Association respects the privacy & confidentiality of all personal information that is shared by its potential members and those individuals that choose to participate in its events/activities. Information will only be used for the purpose for which it was given and will never be shared or sold to a third party.

The MVCA acknowledges that it uses the services of a financial and database companies when processing and storing some of its confidential information.

The Board of Directors:

- Agree to hold all confidential information in strict confidence and agree that it shall be used only for the purposes required to fulfill membership requirements, participation in an event/activity or for statistical purposes,
- Will assure any confidential information in its control or possession is in a secure location, including the use of off-site data programs which have secured sites and non disclosure policies in place, and
- Will comply with all privacy laws and regulations, which apply to the collection, use of, disclosure and disposal of personal information in a manner appropriately suited to maintain confidentiality.

Any Board Member or designated individual, leaving the organization that is in possession of confidential information relating to the MVCA, shall return all information to the President of the Board prior to their departure.

Any breach of this policy by a Board Member will result in a special Board Meeting and, the potential removal of the Board Member under Article 12.5 c of the Constitution and Bylaws.

### **5.iii Complaint/Incident Policy & Form**

Approved January 2023

#### **Responsibilities and Expectations**

MVCA is committed to providing all Board members, volunteers and the public with a safe and respectful working environment and/or event venue.

This policy only deals with occurrences that are deemed non-criminal or by-law related; other occurrences will be referred to the appropriate policing authority.

#### **Definition**

**Incident/ Complaint** – An event/action (typically negative) that occurs at a specific date and time. It may result in a complaint which is a formal expression, in writing or verbally, of allegations related to the incident.

The **Board of Directors** is committed to:

- investigate, record and respond to any verbal or written complaint or incident brought to its attention,
- dealing with a complaint/incident in a timely, sensitive and confidential manner,
- determining whether an allegation is substantiated,
- determining and implementing corrective action as appropriate where a complaint/incident is substantiated, and
- maintaining a written record of the occurrence/investigation/action taken in a safe and secured place for the period of seven (7) years.

### **Procedures for handling a Complaint/Incident**

Complaints/incidents are to be referred to the **President of the Board of Directors**. The President will then refer the incident to an appropriate Board Member or an external consultant if appropriate for investigation.

Complaint(s)/Incidents may be verbal or in writing. If the complaint is made verbally, the investigator will record the details provided by the person making the complaint. The complainant should be prepared to provide details such as what happened; when it happened; where it happened; and who else was present (if applicable). Complaints should be made as soon as possible after the occurrence.

The investigator will then inform the other party that a complaint has been raised against them and provide them with details of the allegation(s).

**Substantiated Complaint:** If a complaint is substantiated, the **Board of Directors Executive** will decide what action is appropriate. Both parties to the complaint will be advised, in writing, of the decision but not corrective action taken.

**Policy Review:** The **Board of Directors** is responsible for: the administration of this policy; reviewing this policy annually, or as required; and making necessary adjustments to ensure that this policy meets the needs of the organization.