

## **Privacy Directive**

### **Privacy and information management training**

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#### **1. PURPOSE**

This Privacy Directive outlines necessary measures to support CPSA compliance surrounding team member orientation and training on responsibilities and obligations when handling confidential information.

#### **2. DEFINITIONS**

Definitions of terms used in this directive are located in section 2 of the *Privacy and Confidential Information Policy*

#### **3. GENERAL REQUIREMENTS**

- a. Per the administrative safeguards established in section 3(g) and (h) of the CPSA Directive on *Protecting Confidential Information*:
  - i. When commencing work, all team members are to have a privacy and policy orientation briefing on organizational policies such as the *Privacy and Confidential Information Policy*, this directive, and other obligations.
  - ii. All team members are to be trained on their obligations when accessing and/or handling confidential information at the time of their policy orientation and then at least once every year.

#### **4. ROLES AND RESPONSIBILITIES**

- a. Team member orientation and routine training with respect to accessing and/or handling confidential information is to be coordinated and delivered by the CPSA's Privacy Officer or designate.
- b. Leadership Team members are responsible for ensuring that all new team members attend the privacy and policy orientation as coordinated by People & Culture team. Attendance is to be documented as part of the arrival process and maintained in the team member's employee file.
- c. Upon completion of the first privacy and policy orientation, all team members are to sign an acknowledgement that they have received, understood and will abide by CPSA policy. The signed acknowledgement is to be maintained in the team member's employee file.
- d. Leadership Team members are responsible for ensuring all team members attend training at least once annually on obligations when accessing or handling CPSA's confidential information. Tracking compliance is a shared responsibility. When required:

- i. Operations Team are to submit team member listings to the Privacy Coordinator.
  - ii. The Privacy Coordinator will track session attendance against the listings provided and communicate gaps back to the relevant Leadership Team member(s).
- e. Upon completion of annual training, all team members are to sign an acknowledgement that they have received, understood and will abide by CPSA policy. The signed acknowledgement is to be maintained in the team member's employee file.
- f. The Privacy Officer is to report compliance with this policy to senior management at least once annually, and as needed to respond to any incidents involving confidential information handling.

## **5. COMPLIANCE**

Failure to comply with this policy is cause for disciplinary action up to and including termination of employment or business relationship and, where applicable, legal or other action.

Questions or concerns about the CPSA's handling of confidential information can be directed to the CPSA's Privacy Team.

## **6. REFERENCES**

This directive falls under the *Privacy and Confidential Information Policy*.

### **Related Policies**

- *Internet Access & Use*
- *Software Standards*
- *Records and Information Management*
- *File Retention*

### **Privacy Directives**

- *Acceptable Uses of Networks and Electronic Devices*
- *Access to Personal Information*
- *Privacy and Information Management Training*
- *Protecting Confidential Information*
- *Protecting Information when Contracting for Services*
- *Team Member Arrival/Departure*

### **Privacy How-to Sheets**

- *Locking & Securing Computers*
- *Printing Private & Confidential Documents*
- *Privacy Breach Response*
- *Recording Audio or Videoconferences*

- *Redacting Information from Documents*
- *Responding to Access Requests-HPA*
- *Responding to Access Requests-PIPA*
- *Sharing Confidential Information Electronically*

**IT How-to sheets**

- *Set-up Remote Access*