

# Privacy Code

[The following is taken directly from “Parameters for Practice”]

The Privacy Code for Military Family Services Program (the Code) helps MFRCs protect personal information of CF members and their families that is provided to or collected by MFRCs. The Code along with any applicable provincial, territorial or federal Privacy Legislation, establishes the standard under which MFRCs within Canada collect and use personal information about CF members and their families. Use of personal information, including nominal roll information provided directly by the CF when a member is posted or deployed, is necessary in order to provide mandated services to members and their families. The Code protects this personal information as well as other information collected by MFRCs.

## Privacy Code Principles

The principles reflect universal, fair information practices, which combine individual privacy rights with strong obligations to protect personal information collected and used by organizations.

### **Principle 1 – Accountability**

MFRCs are responsible for personal information under their control. The Board of Directors of an MFRC is accountable for the MFRC’s compliance with the Privacy Code.

### **Principle 2 – Identifying Purposes**

The MFRC identifies the purposes for which personal information is collected at or before the time the information is collected.

### **Principle 3 – Consent**

The knowledge and consent of the individual are required for the collection, use or disclosure of personal information (Refer to MFSP Privacy Code for exceptions).

### **Principle 4 – Limiting Collection**

The collection of personal information is limited to what is necessary for the purposes identified by the MFRC. Information collection is by fair and lawful means.

### **Principle 5 – Limiting Use, Disclosure and Retention**

Personal information is not to be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information is kept only as long as necessary to fulfil those purposes.

### **Principle 6 – Accuracy**

Personal information is as accurate, complete and up-to-date as necessary for the purposes for which it is intended.

### **Principle 7 – Safeguards**

Personal information is protected by security safeguards appropriate to the sensitivity of the information.

### **Principle 8 – Openness**

MFRCs make specific information readily available to individuals about policies and procedures that relate to the management of personal information.

**Principle 9 – Individual Access**

Upon request, a member/family, MFRC staff or third party is informed of the existence, use and disclosure of his/her personal information, and can have access to that information. An individual can challenge the accuracy and completeness of the information and have it amended as appropriate.

**Principle 10 – Challenging Compliance**

A member/family, MFRC staff or third party can address a challenge about compliance with the above principles to the Director of an MFRC that is accountable for the MFRC's compliance. MFRCs must comply with the requirements of the federal *Privacy Act* that also deals with the collection, retention, use, storage and disclosure of personal information. This *Privacy Act* may be found on the Justice Canada website at <http://laws.justice.gc.ca/en/index.html>. More information, such as guides, may also be found on the Privacy Commissioner of Canada's website at [http://www.privcom.gc.ca/index\\_e.asp](http://www.privcom.gc.ca/index_e.asp).