



Data Security and Privacy Statement

Mountainside Support Services, Ltd. (MSS) is responsible for the protection of all personal information that is collected or controlled by agency employees, practicum students, volunteers, or contractors (“personnel”) and systems. Only trained and authorized MSS personnel may collect, access, or disclose personal or confidential information following law and agency policy.

MSS has multiple procedures and safeguards in place to ensure that the personal information of current and former persons served, their families, and MSS personnel is protected against the risks of a data / privacy breach.

Collection and Disclosure of Personal Information

Except where permitted by law, MSS personnel must obtain the informed written consent of the individual or their representative before any personal information about them may be collected or disclosed. To be considered “informed” consent, the individual must understand why the information is being collected and how it will be used.

When requesting their consent, personnel must inform the individual that they may **withdraw their consent** at any time, but by doing so they may prevent MSS from providing services or offering employment to them.

MSS personnel must only...

- collect information that is necessary and relevant to the service being provided, and
- store information in secure locations with controlled access.

MSS may only use the information for a purpose that aligns with the individual’s written consent.

Storage and Retention of Personal Information

All electronic and hard copy records that contain personal information about persons served or personnel must be stored in a secure location with controlled access. MSS protects electronic records and information using authentication, password protection, and frequent system backups. Hard copy records are secured in locked locations that only authorized personnel may access.

MSS may not dispose of person served records without authorization from funders and must return records to funders at the end of the service contract. MSS retains personnel records following applicable provincial regulatory requirements. All closed / inactive files are stored in a secure location with controlled access.

Any loss or unauthorized access or destruction of a confidential person served or personnel record must be reported as a data / privacy breach.



Data Security

MSS has multiple data security safeguards in place to protect against the risks of a data breach, including password-protection and encryption software, virus and threat detection software, and secure storage and data sharing procedures for all computer and communication devices used for agency purposes.

If a data breach is discovered, MSS personnel must report the breach to the MSS Privacy Officer. MSS will notify affected individuals, funders, and government ministries as soon as possible. MSS also maintains records of every data breach, including a timeline of events, responses, and notices given.

Requests for Access or to Correct Information

Person Served Information. Persons served or their guardians must submit requests for access or correction directly to the government ministry that funds their services (the “funder”) for access to or copies of the personal information contained in MSS or funder records.

Information About Personnel. Except as required by law and in controlled circumstances for third-party reviews (accreditation, inspections, audits), MSS and our personnel will not provide personal information about any agency personnel or associates—including references or to verify employment—without prior written authorization from the individual following agency policy. Requests for correction must be made in writing to the HR dept.

Information About MSS. If you have more specific questions about MSS and our services, you may submit them to us using the phone, email, or mailing address on the Contact page of our website. MSS personnel will not provide personal or other confidential information and will not answer media inquiries without direct authorization from agency leadership.

Privacy Complaints

Persons served or personnel who have questions or concerns about MSS’ data and privacy policies are encouraged to discuss them with program management or their supervisor following our Open Door Policy.

Formal privacy complaints may be submitted by email to the MSS Privacy Officer (our Program Director) using the MSS Comment-Complaint Form (personnel) or the Person Served Complaint Form (persons served or family), which are included in the person served orientation package and available on our agency’s intranet or on request to office@mountainsidesupport.ca. If it is urgent, please call the MSS office at (250) 206-2133.

If you are not satisfied with MSS’ response or if you prefer, you may submit your complaint directly to the Office of the Information and Privacy Commissioner for BC.