

NSNU

Privacy Policy

At the Nova Scotia Nurses' Union (NSNU), the privacy of your personal information is an important aspect of how we operate.

The NSNU is a membership focused, proactive union, sensitive and responsive to the ever-changing needs in an evolving health-care system. We are also strongly committed to protecting the personal information of members and employees, providing the necessary safeguards to secure it and ensuring its accuracy.

Maintaining appropriate confidentiality in collecting, using and disclosing member and employee personal information is extremely important to us. As such, NSNU has developed the following privacy policy to inform members and employees of our continuing commitment to the protection of their personal information.

This policy complies with the guidelines set out in the federal Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA applies to provincially regulated organizations that collect, use and disclose personal information in the course of commercial activity. As a union, the NSNU does not participate in commercial activity and is therefore not bound by PIPEDA. The principles in PIPEDA nevertheless provide a helpful guideline for privacy protection.

What personal information do we collect?

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

We collect the following personal information about our members and employees:

- Name
- Address
- Telephone/fax numbers
- E-mail address
- Birth date
- Gender
- Employment information
- Social insurance number – only form salary replacement or double dues refunds
- Medical, benefits, WCB information
- Employment information related to collective bargaining, administration of collective agreements and the employment relationship (including but not limited to employer, application material, classification, wages, benefits, duties performed, evaluations, grievance and other legal complaint-related information, correspondence, investigation records etc.)

Who is responsible for protecting the personal information collected, used and disclosed by NSNU?

The President and Executive Director of the NSNU, the Board of Directors, Local Executive members and NSNU employees are responsible for ensuring compliance with this privacy policy.

Why does the NSNU collect, use or disclose personal information?

The NSNU is committed to providing labour relations services to members, educational opportunities, and up-to-date information in the field of professional practice and health care, as well as information regarding the Union itself. In order to meet these goals, the NSNU may collect, use and disclose personal information of members and employees, when applicable, for the following purposes:

- To verify the identity of NSNU members and employees
- To register members and employees for NSNU events
- To permit and assist NSNU members to communicate with each other and participate in the NSNU
- To collect your dues through employers
- To negotiate and administer collective agreements and administer employment relationships
- To investigate and resolve grievances, Workers' Compensation Board claims, long-term disability claims, Nova Scotia Labour Board issues and other legal issues, workload and quality patient care issues and professional practice issues

- To meet regulatory requirements
- To research for trending purposes
- To assess your eligibility for products and services
- To communicate and provide information about member and employee benefits
- To communicate and provide information about upcoming events, programs, services and other opportunities to members and employees
- To provide members and employees the appropriate access to the secure areas of the NSNU website

With whom does NSNU share information?

The NSNU may share your information with service providers who assist us including lawyers, doctors, accountants, and other professionals and affiliates, those who conduct membership or employee research for us, with outside mail houses or printing companies for NSNU mailings and affinity programs as established by the NSNU.

These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

How do individuals provide NSNU with their consent for the collection, use and disclosure of their personal information?

To the extent that the NSNU acts as the exclusive bargaining agent for its members in their employment relations with employers, labour law gives it the authority to collect personal information that relates to the collective bargaining or collective agreement administration. The individual consent of members is not required since the NSNU requires this information to carry out its lawful activities as exclusive bargaining agent. This policy does not limit this legal authority.

Apart from this where consent is required, individuals provide their consent in many ways, such as by choosing to work in an NSNU unionized facility, by providing personal information to the NSNU to obtain service or employment, including information

previously provided to us, by expressed consent for a specific purpose and through your authorized representative.

NSNU staff, Board of Directors and Local executives have access only to the personal information provided by the member, employer or employee that is required to fulfill the purposes stated within this policy. Personal information about prospective members or employees may be collected from individuals when they approach the NSNU for organizing or employment.



How do individuals withdraw their consent for the NSNU to use and disclose your information?

To the extent the NSNU acts as a member's exclusive bargaining agent, the consent of members to collect, use and disclose their personal information as it may relate to collective bargaining and collective agreement administration is not legally required according to labour law. For this reason, the withdrawal of individual consent does not arise.

Apart from this, where individual consent is required you may, on reasonable notice, withdraw consent to the collection, use of or disclosure of your personal information provided there are no legal requirements to prevent this. However, that may prevent us from providing you with the requested product or service.

Consent can be withdrawn by contacting the NSNU head office, where you will be directed to an individual

who will ensure that your personal information is no longer used or disclosed by the organization.

How long does the NSNU retain personal information?

The NSNU retains personal information only for as long as is required to fulfill the purposes stated within this policy, and to meet all requirements by law.

How accurate is the personal information collected, used and disclosed by the NSNU?

It is the NSNU's goal that personal information that is collected, used and disclosed by the NSNU is as accurate as is necessary to fulfill the intended purpose. The Union updates information when the appropriate documentation is received. For example, if an individual's personal information requires amendment, they may contact the NSNU head office to make alterations.

Where there is a dispute about whether or not the personal information is accurate, which cannot be resolved, the NSNU will briefly record the nature of the dispute and, if it deems necessary and practical to do so, communicate this to anyone with whom it shared that information.

How secure is the personal information stored at the NSNU?

The NSNU is committed to ensuring that personal information is protected from unauthorized access, unintended disclosures or theft. This protection is provided by firewalls in the computer system, passwords to protect databases, filing cabinets and restricted access to the offices. Access levels are assigned as required to fulfill the purposes stated within this policy.

How can individuals learn more about the NSNU's Privacy Policy?

Updated versions of this privacy policy will continue to be posted on the NSNU website at <http://www.nsnucan.ca> as we make changes.

How can individuals access their personal information held by the NSNU?

Individuals have a right to seek access to their own personal information in the possession and control of the NSNU, subject to restrictions contained in this policy or by law. They also have a right to know if their information has been disclosed to any third parties. If individuals wish to access their personal information, they need to contact the NSNU in writing. The NSNU reserves the right to charge a reasonable fee for the copying of this information.

Except where otherwise required by law, it is the NSNU's policy that access to personal information may not be permitted in the following cases:

- Legally privileged information
- Medical evaluations prepared at the request of the NSNU
- Where disclosure is prohibited by law
- Information concerning persons other than the individual seeking access
- Information given to the NSNU in confidence
- Information, which may threaten or harm the individual seeking access to their life, health, safety or security. The NSNU will consider releasing it to any health practitioner assisting the individual if it considers it sage and appropriate to do so.
- Where doing so might prejudice any claim brought by the NSNU on the individual's behalf
- Information relating to any dispute settlement process between the NSNU and the individual seeking access
- Notes and other work product of NSNU officers and staff
- Information which could threaten or harm the life, health, safety or security of individuals other than the individual seeking access
- Where in the NSNU's view the request is frivolous, vexatious or made in bad faith
- Where the NSNU can sever the information that is not to be disclosed from that which can be, it will do so.

How can individuals relay their concerns about their personal information held by the NSNU?

If individuals have a complaint related to the NSNU privacy policy, they can contact the head office at:

30 Frazee Avenue
Dartmouth, Nova Scotia
B3B 1X4
Phone: 902-469-1474 / Toll Free: 1-800-469-1474
Fax: 902-466-6935

