



## FAQ's - Privacy

**\*\* The following information outlines how Vitals obtains, uses, and shares personal information about our employees, volunteers, and contractors \*\***

**Q: What is personal information?**

**A: Information about you that is identifiable or sensitive. Examples include:**

- ✓ Address
- ✓ Phone number
- ✓ Care Card number or BC ID
- ✓ Medical and benefits information
- ✓ Performance appraisals

**Q: Why does Vitals need to obtain this information?**

**A: Vitals will always tell you why we are requiring your information. We usually require personal information for the following reasons:**

- ✓ Newsletters and other mail
- ✓ To understand what you need
- ✓ To plan how to best support you
- ✓ Contacting your family/advocate in an emergency

**Q: Where does this information come from?**

**A: Information can be obtained from you, your family/advocate, doctors, and the government.**

Personal information can be collected by talking to someone, or in writing.

**Q: How can Vitals receive consent to share personal information?**

**A: Consent can be given:**

- ✓ **Verbally** – by telling a Vitals employee that you agree

- ✓ In writing
  - ✓ Implied
  - ✓ Given through an **authorized representative** – this includes a legal guardian, lawyer, or person who has power of attorney
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**Q:** How can you get access to your information?

**A:** Upon request, you will receive the information you asked for, unless Vitals provides written notice that more time is needed to fulfill your request.

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**Q:** Who can you contact with any questions and/or concerns?

**A:** Any of the Executive Directors. You can contact them through email, phone, or in person.

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