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| Section: | General Policies | Approval Date: June 26, 2004 |
| Policy: | PRIVACY AND CONFIDENTIALITY | Effective Date: Sept. 15, 2004 |
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POLICY:

Montage Support Services takes everyone's privacy seriously. Montage promises to keep all personal information private and secret, following all applicable laws and rules about privacy. The '10 Privacy Principles of Privacy' guide how personal information is handled.

Montage shall only use, share, or collect private information if the person or their chosen decision-maker agrees.

Montage staff can share private information with others (like family) if the person it is about or their legal representative gives permission, or if the law or a court asks for it.

Breaking confidentiality means doing things like:

- a) Collecting and sharing private information about the people Montage supports or their families with others who shouldn't know this information, whether they're inside or outside of Montage Support Services.
- b) Collecting and sharing information within Montage with another employee who isn't supposed to know that information.
- c) Talking about or showing private information about the people Montage supports, their families, or the organization near anyone who isn't allowed to know this information.
- d) Permitting the public to see any private information without consent, regardless where it occurs.
- e) Being careless in how records of the people supported by Montage and its employees are handled, or any other records of Montage, leading to a confidentiality breach.

PROCEDURE:

1. Personal information must be handled following the 10 Privacy Principles.
2. When someone starts working at Montage, including employees, paid external agency staff, and volunteers, they learn about Montage's privacy rules and must sign a confidentiality agreement. This form is kept on file.
3. If someone breaks these privacy rules, they shall face disciplinary action.
4. Montage will explain these privacy rules to the people receiving services or their decision-makers in a way they can understand.
5. Usually, Montage staff must keep information confidential. However, if sharing information is needed to stop someone from getting seriously hurt, they can share only what is necessary.
6. Montage staff can share personal information without permission if required by law, or safety.

PRINCIPLES OF PRIVACY CODE:

1. Accountability - Montage Support Services takes care of all personal information it holds. The Privacy Officer ensures Montage follows its own privacy rules correctly.
2. Identify Purpose for Collection of Personal Information - The purpose for which personal information is collected shall be identified by Montage Support Services at or before the time of collection of the personal information.
3. Consent - Montage Support Services will collect, use or disclose personal information only with the knowledge and consent (expressed or implied) of the person to whom the information pertains, except as otherwise required or permitted by law.
4. Limiting Collection - Montage Support Services shall collect only the amount and type of information necessary for an identified purpose. Personal information shall be collected by fair and lawful means.
5. Limiting Use, Disclosure and Retention of Personal Information - Montage Support Services shall only use, disclose and retain personal information for the purpose for which the information was collected, except with the consent of the person, named substitute decision maker or as required or permitted by law. Personal information

shall be retained only as long as necessary for the completion of the identified purpose, or as required by law.

6. Accuracy - Montage Support Services will keep personal information as accurate, complete and up to date as is necessary for the purpose for which it is used.
7. Safeguards - Montage Support Services shall secure and protect personal information from loss, theft, unauthorized access, disclosure, copying, and inappropriate use. The safeguards shall be appropriate to the sensitivity of the information.
8. Openness - Montage Support Services shall provide access to its privacy practices and policies concerning management of personal information, in a manner that is easily understandable.
9. Individual Access - Upon request, individuals shall be informed of the existence, use and disclosure of their personal information, and will be given access to it. Individuals may have personal information changed if it is wrong.
10. Challenge Compliance – A person may address a challenge concerning compliance with the above principles to the Montage Support Services Privacy Officer.