

Privacy and Confidentiality Policy (PIPA)

Document Information and Approval:

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Purpose:

HeartNest Care Inc. is committed to maintaining the highest standards of privacy and confidentiality in handling all company documents, client information, employee information, intellectual property (IP), and other sensitive information.

1. This policy outlines **the principles and measures** to ensure that all documents, whether in physical or electronic form, and intellectual property **are protected** from unauthorized access, disclosure, modification, or destruction. We are also committed to protecting personal information in compliance with Alberta's Personal Information Protection Act (PIPA).
2. This policy outlines **standards for the company's collection, use, and disclosure of personal information.**

Scope:

1. All documents are managed through the Document Control Procedure.
2. Records are controlled through the Records Policy.
3. Institutional and private knowledge of our clients, staff and the organization's business activities that are deemed sensitive and considered confidential.
4. Intellectual property (IP) relevant to HeartNest Care Inc.

Guidelines:

Collection, Use, and Disclosure

Personal and employee information is only collected, used, and disclosed when it serves a legitimate, reasonable business purpose and only to the extent necessary to fulfil that purpose.

Where required by PIPA, the company informs individuals of the purpose of the collection before or when collecting personal information and the name, position, or title of an individual who can answer questions regarding the collection.

Consent

HeartNest Care Inc. obtains consent from individuals to collect, use, and disclose personal and employee information where required by law. How consent is obtained varies depending on the circumstances and the type of personal information collected. Consent may be provided orally or in writing. The company makes all reasonable efforts to obtain express consent from individuals before collecting, using, or disclosing their personal information; however, in some scenarios, as defined under PIPA, consent is implied.

Individuals can withdraw or vary their consent at any time by making an electronic or written request to the Director. Individuals are informed of the implications of withdrawing or varying their consent at the time of their request, except in situations where the consequences are reasonably obvious.

Exceptions

Under PIPA, the company may collect, use, or disclose personal and employee information without the individual's consent in certain circumstances.

Disclosing Confidential Information

Confidential information will only be shared with other employees within the organization as necessary to complete their job duties and responsibilities. It should not be presumed that other employees know or have access to confidential information. Therefore, it should not be discussed openly.

Employees must not divulge, disclose, provide, or disseminate confidential information to any third-party organization or anyone not employed by HeartNest Care Inc., whether directly or indirectly, unless given express written authorization from the Director.

Employees who are neither official spokespersons nor permanently or temporarily designated spokespersons cannot, under any circumstances (including on a “no-names” or

“off the record” basis), respond to external inquiries unless specifically asked to do so by the director. All inquiries from external parties are to be referred to the director.

Information may be shared with third parties for the following reasons: Insurance carrier for group health benefit coverage, Canada Revenue Agency for tax remittances, Service Canada for income reporting.

If personal information is shared with third parties, HeartNest Care Inc. will ensure contracts are in place to protect the information shared.

Protecting Confidential Information

All reasonable efforts will be made to limit access to confidential information to only those who need to know the information, and those persons should presume that the information is to be kept confidential until a HeartNest Care Inc. spokesperson has publicly disclosed it.

Employees will be granted varying levels of access to confidential information based on their role. Employees are expected to access confidential information only to the extent necessary to complete their job duties and responsibilities.

All confidential information in physical and electronic format must be handled with the utmost care. Physical documents must be stored in locked files and cabinets when not in use and should not be removed from the premises without express written authorization from the director. Electronic devices and databases containing confidential information must be password-protected and locked when not in use. All passwords must be kept in a secure location and should not be shared with anyone without express written authorization from the director. Confidential information must never be replicated and transferred to personal or unapproved devices or platforms.

The HeartNest Care Inc. Data Security Policy must be signed with this policy. It clarifies the different measures taken to secure the information for which HeartNest Care Inc. is responsible.

Retention

The company retains personal and employee information only for the duration reasonably required for legal or business purposes. When personal and employee information are no longer required, records are destroyed or rendered non-identifying. Where law requires that personal information be kept for a specified time, the company complies with the applicable legislation.

Access to and Amending Personal Information

Individuals may request access to their personal and employee information, that an amendment be made to their personal information, or that information about the use or disclosure of their personal information be provided. Requests must be provided in writing and may be submitted to the director at the registered address. The request must contain sufficient detail to allow the company to identify the records containing the individual's personal information. The company responds to requests for access within 45 days and informs the applicant whether their request has been approved or denied, in whole or in part. This timeline may be extended in certain circumstances.

A reasonable fee may be charged to clients to access personal information or obtain information about the use and disclosure of personal information. Employees are not subject to a fee for accessing their personal employee information. Where a fee is charged, the company provides the applicant with an estimate of the fee before providing the information. The company may require an individual to pay a deposit before accessing the information.

HeartNest Care Inc. makes all reasonable efforts to assist applicants and provide accurate and complete responses. Upon request, and where it is reasonable to do so, the company explains any terms, codes, or abbreviations used in the record. Where complete access is impossible, the company may provide access to part of a record containing the applicant's personal information, with other information severed under PIPA. Depending on the circumstances, individuals may be provided with a copy of a record or access to the original record.

The company may refuse an individual's request for access under PIPA. If an access request is denied, the company explains why. Individuals whose requests are refused have the right to ask for a review or file a complaint with the commissioner. The company complies with any orders issued by the commissioner following a review or complaint.

Amendments

HeartNest Care Inc. makes all reasonable efforts to ensure that personal information and personal employee information collected, used, or disclosed by or on behalf of the company are accurate and complete. Employees are responsible for ensuring that their personal information with the company is up to date and that any changes to their information are communicated on a timely basis.

If an individual finds errors or omissions in their personal or employee information under the company's control, they may submit a written request to the above authority to make any necessary corrections. The company updates any incorrect information in its custody or control as required, as soon as reasonably possible. It also ensures that applicable third parties with whom it has been shared update the information.

The company may deny an individual's request to correct their personal information or personal employee information under PIPA. If this occurs, the company makes a note on the record indicating that a correction was requested but not made. The company does not correct or otherwise alter any professional or expert opinions.

Intellectual Property

Any content or work created by employees during their employment with HeartNest Care Inc. is considered the agency's property. This includes all written and electronic materials. As they are property of the education facility, they cannot be reproduced by the employee for purposes other than their job duties or published by another source without express written authorization from the director.

Termination of Employment

Following the end of the employment relationship, all confidential information in the employee's possession, whether in written or electronic format, must be returned to HeartNest Care Inc. or destroyed at the agency's discretion. Any confidential information requiring destruction must be destroyed by instructions from the director of HeartNest Care Inc. and confirmed with proof of destruction. HeartNest Care Inc. reserves the right to request the return or destruction of confidential information if in the employee's possession at any time.

Responsibilities:

The HeartNest Care Inc. management and staff are jointly responsible for upholding this policy.

Compliance and Consequences:

HeartNest Care Inc. will investigate any report of a violation of this agreement. If it is found that this policy has been violated, the employee will be subject to disciplinary measures up to and including termination of employment. The employee may also be subject to legal action depending on the circumstances. The education facility may seek legal remedies for the violation, including urgent injunctive relief or an associated claim for damages and legal costs.

Definitions:

Confidential information means all information created by, furnished by, received by, or accessible through HeartNest Care Inc., as well as information that is compiled, contributed, or developed by the employee that is related to actual or anticipated research and development of the agency, and that is not generally known to competitors or the public, nor

intended for general dissemination. Confidential information includes information given orally or reduced to written, electronic, or recorded form and information defined above that meets the requirements, whether marked as confidential or not.

Furthermore, examples of confidential information include:

- Strategic and human resources planning and strategies.
- Compensation planning, policies, and strategies.
- Personal information of clients, their families, vendors, contractors, and suppliers.

Classification of Documents and Records

Documents are marked according to their use.

Confidential documents are marked **CONFIDENTIAL**

Documents marked **INTERNAL** are considered internal information. Such documents and records may not be shared with external parties. This includes but is not limited to:

- Processes, Procedures, Policies, Manuals, Templates, Statements, etc.
- Images such as the Logo, educational material, etc.
- Staffing schedules, training material, etc.

Public Information

Information that is available to the public or industry competitors.

Policies that are in the public interest.

Commissioner

The information and privacy commissioner is appointed under the Freedom of Information and Privacy Act.

Personal employee information:

Personal information reasonably required by the company for the purpose of establishing, managing, or terminating an employment or volunteer relationship or managing a post-employment or post-volunteer relationship between the company and an individual. It does not include personal information about an individual unrelated to the employment or volunteer relationship.

Personal information

Information about an identifiable individual.

Review and Revision: