

Privacy Breach Procedures

Whenever Members or parents fill out health or registration forms, they are entrusting us to safeguard their daughters' personal information. At GGC, we are committed to protecting the privacy of our Members and protecting their personal information against loss or unauthorized access. A privacy breach occurs when there is unauthorized access to personal information. The most common privacy breach is related to the unauthorized disclosure of personal information – be it lost, stolen or inadvertently disclosed through human error. The response to a privacy breach will depend on the circumstances and type of information affected.

Tips for preventing breaches

Please review the following tips for properly storing, transporting and managing personal information:

- Only carry the forms you will need for the meeting or event you are attending (e.g. do not bring forms from past events).
- Never leave personal information unattended (e.g., do not leave documents containing personal information in your car while you go into a store after a unit meeting)
- Always keep personal information in your custody when traveling with it.
- Avoid reviewing forms or personal information in a public place (e.g., coffee shop or your workplace).
- When storing personal information in your home or at your meeting location, keep it out of sight and preferably in a locked cabinet.
- Always keep personal information you are privy to confidential.
- Each province is developing internal procedures for the storage, management and disposal of these forms. Speak to your local council regarding where to send your completed forms.
- Once originals have been forwarded, do not keep copies after the Guiding.

What to do in the event of a privacy breach

Tips for Guiders

In the event of unauthorized access to personal information (theft, loss, or unintentional disclosure), please do the following:

- Notify police in cases of theft.
- Immediately notify your District Commissioner or Administrative Community Leader who will contact your Provincial Council. They will contact National office and develop a plan of action. Ensure that you provide them with the following information:
 1. Date and location of the incident
 2. Type of information that was compromised
 3. Estimated number of individuals affected
 4. Individual's relationship to GGC (girls, adult Members, non-Member volunteers, parents)
 5. Level of security around the information at the time of theft
 6. Police actions (if any)
- Determine the cause of the breach (e.g. was the theft of personal information intentional or a by-product of other theft - ie. your car was broken into after a unit meeting?).
- Consider what kind of steps can be taken to avoid such a breach in the future?

Tips for Provinces

- Collect the above information from the Guider
- Notify the National office of breach.
- Coordinate with National office to notify individuals whose information was involved.

- National office will assist and support you in developing a plan to notify affected individuals.
- Notification may be via telephone, in person or in writing and should occur as soon as possible after the breach. It is preferable not to notify via email.
- If financial or government issued information such as health card number, was compromised, provide information on how to check credit reports or notify government agencies.
- Work with Guider and National office to prevent similar breaches in the future.