



# PERSONAL INFORMATION BANKS

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## Administration and Governance

Name:	Board Membership
Location:	Executive Office
Legal Authority:	Corporations Act (Ontario), s.300
Information maintained:	<u>Direct Personal Information</u> Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home address, home telephone
Uses:	To document the membership of the hospital's governing bodies and to produce mailing labels
Users:	Senior Admin and Corporate Assistants
Individual's in Bank:	Directors compromised of staff and the public
Retention and Disposal:	Varied, see HGMH record retention index

## Business Office

### **Name: Patient Ledger**

Location:	Office of CFO and Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	For administration purposes; Maintain files
Users:	Business Office Staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Customer and Billing Invoices**

Location:	Office of CFO and Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, record of payment (may include debit, bank, credit card, cheque or other payment type information), services received, vehicle information, related correspondence
Uses:	To administer monies receivable or received by the hospital from individuals
Users:	Business office staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Parking**

Location:	Business Office and Office of Material Management Manager
Legal Authority:	HGMH By-laws
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number, vehicle information
Uses:	Information is used to administer parking services
Users:	Business Office staff and Materials Management Manager
Individual's in Bank:	Current and former students, staff, volunteers, and physicians
Retention and Disposal:	Varied, see HGMH record retention index

## Corporate Communication

<b>Name:</b>	<b>Images</b>
Location:	Corporate Communications
Legal Authority:	Public Hospitals Act, R.S.O., 1990; HGMH By-Law
Information maintained:	Photographic images of people and events at or associated with the hospital, personal stories, facts
Uses:	Used to promote the Hospital in internal and external publications
Users:	Corporate Communications staff
Individual's in Bank:	Staff, volunteers, students, physicians and members of the public who attend HGMH events
Retention and Disposal:	Varied, see HGMH record retention index

## General Administration

<b>Name:</b>	<b>Departmental Contact Lists and Scheduling</b>
Location:	List available in most departments
Legal Authority:	Public Hospitals Act, R.S.O., 1990; HGMH By-Law,
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number
Uses:	To administer employment relationship
Users:	Managers
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see HGMH record retention index

## Health Records

### **Name: Records under the Personal Health Information Protection Act**

Location:	Health Information Services
Legal Authority:	Personal Health Information Protection Act
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender
	<u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	Information is used to maintain records of patients treated at the hospital
Users:	Health Information Services staff, circle of care and authorized individuals
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Request for PHI files**

Location:	Health Information Services
Legal Authority:	Personal Health Information Protection Act
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender
	<u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	To process requests for personal health information
Users:	Health Information Services staff and authorized individuals
Individual's in Bank:	Patients, physicians, and others authorized to request personal health information of another individual
Retention and Disposal:	Varied, see HGMH record retention index

**Name: Master Patient Index**

Location: Health Information Services, Electronic Database

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information maintained: Personal Health Information  
Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information

Uses: Information is used to facilitate health care, maintain patient records, and for contact/reporting purposes

Users: Authorized individuals

Individual's in Bank: Patients

Retention and Disposal: Varied, see HGMH record retention index

**Name: Patient Chart – Health Record**

Location: Health Information Services, Electronic Database

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information maintained: Direct Personal Information  
Name, address, telephone number, physician personal information

Personal Health Information

Uses: For administration purposes; Maintain files

Users: Authorized individuals

Individual's in Bank: Patients

Retention and Disposal: Varied, see HGMH record retention index

**Name: Patient Diagnostic Images (excluding Mammograms)**

Location: Diagnostic Imaging Department

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information maintained: Personal Health Information  
Some or all of names, images in a variety of formats

Uses: Information is used to make medical recommendations regarding medical care

Users: Authorized Diagnostic Imaging staff and physicians

Individual's in Bank: Patients

Retention and Disposal: Varied, see HGMH record retention index



**Name: Patient Diagnostic Images (Mammograms)**

Location: PACS

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information maintained: Personal Health Information  
Some or all of names, mammogram images

Uses: Information is used to make medical recommendations regarding medical care

Users: Authorized Diagnostic Imaging staff and physicians

Individual's in Bank: Patients

Retention and Disposal: Varied, see HGMH record retention index

**Name: Patient Registration**

Location: Emergency, In Patient, Day Surgery, Out Patient

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information maintained: Personal Health Information  
Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information

Uses: Information is used administration purposes; Maintain files

Users: Authorized staff

Individual's in Bank: Patients

Retention and Disposal: Varied, see HGMH record retention index

## Human Resources

<b>Name: Personnel Records</b>	
Location:	Human Resources/Office of Executive Assistant
Legal Authority:	Public Hospitals Act, R.S.O., 1990; HGMH By-Law,
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home/emergency contact information, marital/family status and information, next-of-kin, beneficiary information, citizenship/immigration status, SIN, employee/student number, education information, research information, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, disability and/or medical information, photographs, physical description, reference letters, comments and opinions
Uses:	Information is used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements, and legislative requirements, and for contact/reporting purposes
Users:	Authorized Human Resources and Administrative staff
Individual's in Bank:	Employees, emergency contacts
Retention and Disposal:	Varied, see HGMH record retention index

<b>Name: Employee Competition &amp; Recruitment</b>	
Location:	Human Resources/Office of Executive Assistant
Legal Authority:	Public Hospitals Act, R.S.O., 1990; HGMH By-Law,
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions.
Uses:	To administer the hiring process; Maintain files
Users:	Authorized Human Resources and Administrative staff
Individual's in Bank:	Prospective employees, employees
Retention and Disposal:	Varied, see HGMH record retention index

**Name: Grievances and Arbitrations**

Location: Human Resources/Office of Executive Assistant  
Legal Authority: Labour Relations Act, 1995, c. 1, s. 48.  
Information maintained: Direct Personal Information  
Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers union affiliation, comments and opinions.  
Uses: Information is used to respond to employee grievances.  
Users: Human Resources and Labour Relations staff  
Individual's in Bank: Employees with grievances.  
Retention and Disposal: Varied, see HGMH record retention index

**Name: Human Rights Complaints and Investigations**

Location: Human Resources/Office of Executive Assistant  
Legal Authority: Human Rights Code, R.S.O. 1990, c. H. 19, s. 5,6,23  
Information maintained: Direct Personal Information  
Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions  
Uses: Information is used to investigate and resolve complaints  
Users: Human Resources, Labour Relations  
Individual's in Bank: Employees who have filed a complaint of being discriminated against and/or harassed. Hospital employees involved in a complaint regarding discrimination or harassment as a complainant, respondent, witness or responsible manager  
Retention and Disposal: Varied, see HGMH record retention index

**Name: Leave Management**

Location: Human Resources/Office of Executive Assistant  
Legal Authority: Public Hospitals Act, R.S.O., 1990; HGMH By-Law,  
Information maintained: Direct Personal Information  
Name, address, telephone number, email address, employee number  
Uses: For administration purposes; Maintain files  
Users: Human Resources  
Individual's in Bank: Employees  
Retention and Disposal: Varied, see HGMH record retention index

**Name: Police Reference Check Program**

Location: Human Resources/Office of Executive Assistant

Legal Authority: Developmental Services Act - R.R.O. 1990, Reg. 272, 13(1) K,

Information maintained: Direct Personal Information  
Some or all of name, date of birth, gender, address, telephone number, email address.

Uses: Information is used to assist in determining the suitability of successful candidates for positions with the hospital.

Users: Human Resources staff

Individual's in Bank: Employees, students, volunteers

Retention and Disposal: Varied, see HGMH record retention index

**Name: Investigation and Complaint Record**

Location: Human Resources/Office of Executive Assistant

Legal Authority: Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995

Information maintained: Direct Personal Information  
Some or all of name, date of birth, gender, employee/student number, employment information, financial information, details of issue and related documents

Uses: Information is used to investigate and resolve employee complaints, employee misconduct, manage labour relations, and administer the grievance and arbitration process

Users: Human Resources and Labour Relations

Individual's in Bank: Employees, students, external individuals involved in investigations/complaints

Retention and Disposal: Varied, see HGMH record retention index

**Name: Record of Training**

Location: Human Resources/Office of Executive Assistant

Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25.

Information maintained: Direct Personal Information  
Some or all of name, gender, date of birth, address, telephone number, employment history, training history including certificates, test and result information, employee sign off sheet.

Uses: Information is used for administration purposes; maintain record of employee training on skills

Users: Human Resources staff

Individual's in Bank: Employees, students, volunteers

Retention and Disposal: Varied, see HGMH record retention index

**Name: Workplace Compensation and Disability Management**

Location: Human Resources/Office of Executive Assistant  
Legal Authority: Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995  
Information maintained: Direct Personal Information  
Some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employment information, long term disability claim information, Workplace Safety and Insurance Board claim information, financial information.

Uses: Information is used to administer claims and benefits, monitor accommodation and for return to work planning

Users: Human Resources and other authorized individuals  
Individual's in Bank: Employees, dependents and beneficiaries

Retention and Disposal: Varied, see HGMH record retention index

## Information Technology

<b>Name:</b>	<b>Systems and Accounts Administration Records</b>
Location:	Information Technology
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, username, password, home contact information, employee number
Uses:	Information is used to create telephone, Internet and e-mail accounts for students, staff, midwives, physicians, administer access permissions, respond to user inquiries, investigate incidents, produce long-distance reports and for contact purposes
Users:	IT staff
Individual's in Bank:	Current and former staff
Retention and Disposal:	Varied, see HGMH record retention index

## Occupational Health and Safety and Infection Control

### **Name: Occupational Health and Safety Records**

Location:	Occupational Health and Safety Department
Legal Authority:	Occupational Health and Safety Act/ Workplace Safety and Insurance Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information
	<u>Other</u> Correspondence
Uses:	Information is used to uphold the Hospital's responsibility to provide a safe and healthy workplace and to respond to occupational health and safety issues
Users:	Occupational Health and Safety staff and physicians
Individual's in Bank:	Staff, students, volunteers
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Infection Control Records**

Location:	Infection Control Department
Legal Authority:	Health Protection and Promotion Act, R.S.O. 1990, c. H.7, s. 5, 25
Information maintained:	<u>Personal Health Information</u> Some or all of name, hospital number, medical information including lab results
Uses:	Information is used for reporting, diagnosis, treatment, isolation status, follow up and referral for each patient
Users:	Infection control staff and physicians
Individual's in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	Varied, see HGMH record retention index

## Organizational Learning

Name:	Learning Program Attendance Records
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Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number, educational history and employment information
Uses:	Information is used to manage staff learning
Users:	Senior Admin Team, In-service Coordinator
Individual's in Bank:	Staff, students, volunteers
Retention and Disposal:	Varied, see HGMH record retention index



## Patient Relations

Name:	Patient Relations Files
Location:	Office of Chief Executive Officer
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, opinions
	<u>Other</u> Correspondence and other supporting documentation
Uses:	Information is used to investigate and resolve complaints
Users:	Senior Admin and Managers involved in the review
Individual's in Bank:	Patients, other complainants, staff, students, volunteers,
Retention and Disposal:	Varied, see HGMH record retention index

## Payroll

### **Name: Employee Payroll Files**

Location:	Office of Chief Financial Officer and Business Office
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee  <u>Direct Personal Information</u> Some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history  <u>Other</u> Correspondence
Uses:	Information is used for administration purposes; calculate and administer payroll.
Users:	Payroll Staff
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Benefits Records**

Location:	Office of Chief Financial Officer and Business Office
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, employment history, medical history  <u>Other</u> Correspondence, contract, record of payment
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Staff, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see HGMH record retention index

**Name: Pension Records**

Location:	Payroll Office
Legal Authority:	Employment Insurance Act, 1996
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, SIN, benefit information, financial history, employment history, tax information
Uses:	Information is used to administer pension entitlements and provide financial planning
Users:	Payroll Staff, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see HGMH records retention index

**Name: Payroll Register/Pay Period Processing**

Location:	Payroll Office
Legal Authority:	Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 12; Canada Pension Plan, R.S., 1985, c. C-8, s. 24; Employment Insurance Act, 1996, c. 23, s. 87; Income Tax Act, S.C. 1970-71-72, c. 63, s. 230.
Information maintained:	Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods. <u>Direct Personal Information</u> Some or all of name, address, gender, gross pay, net pay, deductions, details of hours worked and hours paid, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history
Uses:	Information is used for administration purposes; Provide payroll information for Revenue Agency and Audit requirements.
Users:	Payroll Staff, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see HGMH records retention index

**Name: Pay Deductions Authorizations**

Location: Hard Copy, Payroll Office  
Legal Authority: Corporations Act (Ontario), s.300; Employment Standards Act, 2000  
Information maintained: Direct Personal Information  
Name, address, telephone number, email address, employee number,  
Uses: Information is used for administration purposes  
Users: Payroll Staff  
Individual's in Bank: Staff  
Retention and Disposal: Varied, see HGMH records retention index

**Name: T4/T4A Reports & Canada Pension Plan Contributions**

Location: Hard copy Office of Chief Financial Officer and Business Office  
Legal Authority: Income Tax Act s. 230 (1), Income Tax Act Regulations s. 5800  
Information maintained: Direct Personal Information  
Name, address, telephone number, email address, employee number,  
financial history, employment history  
Uses: Information is used for administration purposes; Maintain files  
Users: Payroll Staff  
Individual's in Bank: Staff  
Retention and Disposal: Varied, see HGMH records retention index

## Pharmacy

<b>Name:</b>	<b>Pharmacy: Inpatient and Outpatient Prescriptions</b>
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Location:	Pharmacy Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender  <u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	Information is used for administration purposes; Maintain files
Users:	Pharmacy Staff, Nursing and Physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see HGMH record retention index

## Protection Services

### **Name: Security Reports**

Location:	Secure Software, Log Books. Office of House Services Manager
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's license number, financial information, health information, employment history, legal information, criminal history, nature of incident/complaint, incident summary, dispatch number, incident number, case number, police case number, images, audio recordings, name of officer, witness statements, case notes
Uses:	Information is used to investigate security incidents and maintain a safe environment
Users:	House Services Manager, Security guards, authorized individuals
Individual's in Bank:	Public, patients, staff, volunteers, students, physicians
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Video Surveillance Records**

Location:	Office of House Services Manager
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Video images of people entering or using hospital facilities
Uses:	Information is used to investigate incidents relating to safety or security
Users:	House Services Manager, authorized individuals involved in investigations
Individual's in Bank:	Public, patients, staff, volunteers, students, physicians
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: I.D. Card and Key Access Records**

Location:	Office of Material Management Manager and House Services Manager
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, home contact information, employee number and photographs.
Uses:	Information is used to administer and maintain access control.
Users:	Material Management, House Services and IT Managers
Individual's in Bank:	Staff, volunteers, students, physicians
Retention and Disposal:	Varied, see HGMH record retention index

## Quality and Risk

### **Name: Freedom of Information Requests**

Location:	Freedom of Information Office
Legal Authority:	Freedom of Information and Protection of Privacy Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requested
Uses:	Information is used to process access requests and corrections to personal information requests or investigate privacy complaints under FIPPA
Users:	CEO, Freedom of Information Coordinator and Privacy Officer
Individual's in Bank:	Individuals making requests
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Incident Reports**

Location:	Office of Chief Executive Officer
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, employee number, nature of conflict, witness statements,, interview notes, meeting notes, supporting documents, opinions  <u>Other</u> Correspondence
Uses:	Information is used to respond to incidents, for administration purposes
Users:	CEO, CNO, Manager, Quality and Risk
Individual's in Bank:	Staff, students, volunteers, and the public
Retention and Disposal:	Varied, see HGMH record retention index

## Volunteer Services

### **Name: Volunteers**

Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references, education history, criminal reference checks, training, awards, emergency contact information, shifts, positions held, performance notes, interview notes, reference letters, TB tests
Uses:	Information is used for administration purposes; Maintain files
Users:	Volunteer Services Coordinators, Senior Admin
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see HGMH record retention index

### **Name: Volunteer Applications**

Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references
Uses:	Information is used for administration purposes; Maintain files
Users:	Volunteer Services Coordinators, Senior Admin
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see HGMH record retention index