



The Canadian Association of Critical Care Nurses

Policy Statement

The Canadian Association of Critical Care Nurses acknowledges individuals have rights with respect to how the personal information they share with the Association is collected, used, stored, and disclosed.

We collect, use, store and disclose personal information in a manner which is consistent with our vision, mission, and philosophy statements.

This privacy policy is being issued to ensure the personal information provided to CACCN is protected accordingly.

CACCN Privacy Policy

Information we gather:

The following information may be gathered from our members and conference delegates via mail, email, website, telephone and in person:

- ✓ Name
- ✓ Address
- ✓ Telephone numbers
- ✓ Email addresses
- ✓ Occupation
- ✓ Place of Employment
- ✓ Interests
- ✓ Credit card information (not stored)
- ✓ IP Address
- ✓ Username for the Members Only area
- ✓ Photographic image

At times, we may also gather additional information via our Awards and Grant application process and the Dynamics Abstract process. This information could include:

- ✓ Resumes
- ✓ Curriculum Vitae
- ✓ Abstracts / References
- ✓ Dynamics presentations

How CACCN uses the information gathered:

CACCN uses the information gathered via mailed, faxed, emailed and/or online processing to:

- ✓ Update our database for new/renewing applications for Membership
- ✓ Publication purchase
- ✓ Dynamics Conference Registration
- ✓ Enhance your visitor experience to our website
- ✓ Review for Awards/Grants offered by the association
- ✓ Update photos on our website.
- ✓ Use photos in CACCN publications both on the internet and in print.

Access to Your Information:

Your personal information is accessible to the Board of Directors and/or Designate, Chapter Presidents and/or Designate, and the CACCN Chief Operating Officer.

Your banking/credit card information is not accessible by any Board, Association Member, or employee of CACCN via the website, email notification of your purchase or through any other venue.

Your credit card number is not visible to any employee, board member, chapter president or chapter member at any time, unless this information is provided via a mailed, faxed, or emailed membership application or conference registration.

Your personal and credit information is safeguarded by our secure server.

It is our intent and goal to safeguard your information and as such, we do not at any time give, trade, or sell member/purchaser information to outside sources.

Emails:

When sending email to all members, the email field for member emails will be BCC (blind, carbon copy) to safeguard against release or personal email addresses.

Photographic Images:

Signed photographic consent forms are required when taking photographs of patients, colleagues, members, and delegates.

These consents must be completed and sent to CACCN National Office at the same time as the photographs are provided.

Photographs without signed consent forms will not be used by CACCN.

CACCN does not share photographic images with parties outside of the Association.

Education Days / Dynamics Conferences:

- i. Photographs may be taken at Education Days and the Dynamics Conferences where it may not be possible to obtain a photographic consent from all present.
- ii. Photographers will be requested to announce they are taking a photograph, thus providing attendees who do not wish to be photographed with enough time to vacate

- the area.
- iii. Members understand their photographic image may be captured at conferences and that CACCN has the right to use the photographs.

Security measures

Website Purchases:

To safeguard your personal information, we ensure your personal information is maintained on our secure server and your credit information is not accessible to anyone within CACCN or outside of the Association.

CACCN encourages all members to clear their browser cache following a purchase via the CACCN website.

Mailed, Faxed, Emailed Purchases:

To safeguard your personal information, we ensure your personal information is maintained in a secure, locked environment and your credit information is not accessible to anyone, other than the Chief Operating Officer of the Association.

Following processing of membership via the membership form, all forms with credit card information are securely destroyed.

In addition, annually in January, the CACCN National Office undertakes a secure shredding program to remove documentation past the seven-year timeframe.

Dynamics Presentations:

Presentations from Dynamics Conferences will be posted in the public area of the CACCN website.

Presentations will only be posted if the presenter provides permission in writing.

Members Only Username and Password:

CACCN maintains a list of the current usernames.

Passwords are encrypted and CACCN does not have access to the password information. To recover a password, the member must use 'reset password'.

CACCN has provided a safe/secure password retrieval system for members who have misplaced their passwords to ensure their username and password are not compromised.

Use of Website Cookies (updated January 2014):

Our website makes use of "cookies", small digital files that are stored in your web browser.

Cookies are used to make it easier and convenient for our users to move around our website, allowing you faster access to information.

Cookies are stored on your computer's hard drive.

Your browser settings may allow you to block these cookies, but we recommend you have them enabled to help us personalize your experience of our website.

Our advertising partners may participate in the 'audience extension' program offered with their leaderboard advertisements on the top/bottom/side of the CACCN webpages. The audience extension program reads the 'behaviour' of the visiting party and further personalizes your experience on the CACCN website and other websites you may visit. Audience extension is a common practice with digital media.

NO information of a personal nature is available, shared, divulged, or tracked with the use of cookies and/or the audience extension program.

CACCN File Review Prior to Release of Information

CACCN has implemented the following policy as a preventative measure against Privacy Breaches:

The Chief Operating Officer will review the file to ensure all personal information is removed, unless the member has provided written permission to include. Personal information includes, but is not limited to:

- ✓ Name
- ✓ Address
- ✓ Telephone numbers
- ✓ Email addresses
- ✓ Occupation
- ✓ Place of Employment

Secondary review of the file will be completed by the Board of Directors to ensure all identifying information is removed, unless the member has provided written permission to include.

The Board of Directors will appoint two board members to complete the review.

CACCN Chapters

CACCN Chapters are required to uphold the policies of the CACCN and thus this Privacy Policy extends to their handling of information as well.

Managing Privacy Breaches

CACCN National Office:

Should a privacy breach occur at the National level, the following steps will be taken immediately:

- i. Removal of the information from public view.
- ii. The Chief Operating Officer will provide a written report on the day of the breach to the Board of Directors detailing the following information:
 - a. Date and time (if available) of the privacy breach
 - b. How the breach was discovered
 - c. Member(s) affected by the breach
 - d. Type of information released

- e. Where the breach occurred – i.e. website, mail, etc.
 - f. Cause of the breach – human error, electronic malfunction, etc.
- iii. The Board of Directors will review the Privacy Breach report.
 - iv. Written notification from the CACCN National Office will be provided to those affected via email and regular mail detailing the breach and the action taken to resolve the breach.

CACCN Chapters:

Should a privacy breach occur at the Chapter level, the following steps will be taken immediately:

- i. Removal of the information from public view.
- ii. The Chapter President will provide a written report on the day is discovered to the Chief Operating Officer detailing the following information:
 - a. Date and time (if available) of the privacy breach
 - b. How the breach was discovered
 - c. Member(s) affected by the breach
 - d. Type of information released
 - e. Where the breach occurred – i.e. website, mail, etc.
 - f. Cause of the breach – human error, electronic malfunction, etc.
 - g. Remedies to ensure a similar breach does not occur in the future
- iii. The Chief Operating Officer will notify the CACCN Board of Directors, who will review the Privacy Breach report.
- iv. Written notification from the CACCN National Office will be provided to those affected via email and regular mail detailing the breach and the actions the Chapter will or has taken to remedy the breach.

Disclaimer

CACCN has no control over and will not be responsible should any member choose to share their personal information as noted above or their username / password via the CACCN Members Only, email or in person.

Such instances will not be considered a breach of privacy on the part of the Association and thus the Association will not be responsible for conducting a privacy breach review should this occur.

Approved by the CACCN Board of Directors
Revisions Approved January 2020
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