



Canadian Society of Palliative Medicine Personal Information Protection and Privacy Policy

The Canadian Society of Palliative Medicine (CSPM) is committed to safeguarding the confidentiality and personal information entrusted to us by event participants, individuals who use CSPM services, and consultants. We manage and protect confidentiality and personal information in accordance with the principles outlined in the *National Standard of Canada Entitled Model Code for the Protection of Personal Information, CAN/CSA-Q830-9*:

1. Accountability
2. Identifying purposes
3. Consent
4. Limiting collection
5. Limiting use, disclosure and retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual access
10. Challenging compliance

This policy applies to CSPM and to any person providing services on our behalf. A copy of this policy is provided on our [website](#).

All stakeholders, including faculty, organizers, and participants, are required to respect patient confidentiality of sensitive information obtained through CPD activities.

All stakeholders, including faculty, organizers, and participants, are required to respect the privacy of personal information obtained through CPD activities.

Patient Confidentiality

What is patient confidentiality?

Patient Confidentiality refers to the obligation to safeguard and protect any identifiable patient information used in the development, delivery, or discussion of educational content. This principle ensures that patient privacy is maintained while allowing healthcare professionals to learn from real-world clinical experiences and case studies. In CPD activities:

De-identification of Information:

Any patient-related data shared (e.g., case studies, images, or clinical scenarios) must be anonymized to remove identifiable details, such as names, dates, or unique identifiers unless explicit patient consent has been obtained.

Consent:

If identifiable patient information is necessary for the educational purpose, written consent from the patient must be obtained before its use.

Ethical Sharing: Faculty, presenters, and participants must ensure that patient information is only discussed in a manner consistent with applicable confidentiality standards, professional ethics, and legal requirements.

Compliance:

All CME activities must comply with relevant privacy laws and regulations. By adhering to these principles, CME activities can balance the dual goals of advancing medical education and maintaining respect for patient privacy and trust.

Personal Information

What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, address and phone number, and educational credentials, credit card details or other financial information, for example.

What personal information do we collect?

We collect only the personal information that we need for the purpose of providing services to our clients, including personal information needed to:

- deliver requested services
- enroll a member
- send out membership information
- communicate with members, partners, and individuals that participate in CSPM events or use CSPM services.

Aggregated information is used for planning and administration of programs and services. This information ensures the effectiveness of CSPM programs, offerings, and courses, and informs for future planning and member needs.

We inform individuals, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we do not provide this notification is when an individual volunteers information for an obvious purpose (for example, producing a credit card to pay a membership fee when the information will be used only to process the payment).

Consent

We ask for consent to collect, use or disclose individual personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. Consent can be obtained in person, by phone, by mail, or through the Internet. We may assume your consent in cases where you volunteer information for an obvious purpose.

We assume your consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

How do we limit collection?

CSPM only collects personal information for the purposes outlined in Section 2.

Every aspect of CSPM is responsible for ensuring collected information is limited to identified purposes.

CSPM collects personal information directly from individuals in various ways including, but not limited to:

- registrations
- applications and/or submission forms
- CSPM services
- On-line courses, programs, and services

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask individuals to provide their consent orally (in person, by telephone), or in writing (by email or signing a consent form).

An individual may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect your decision, but we may not be able to provide you with certain products and services if we do not have the necessary personal information.

We may collect, use or disclose client personal information without consent only as authorized by law. For example, we may not request consent when the collection, use or disclosure is to determine suitability for an honour or award, or in an emergency that threatens life, health or safety.

How do we use and disclose personal information?

CSPM uses and discloses individual personal information only for the purpose for which the information was collected (see Section 2), except as authorized by law. For example, we may use contact information to advertise events, conduct surveys, and promote information relevant to the palliative medicine field such as reports and statements.

If we wish to use or disclose your personal information for any new business purpose, we will ask for your consent. We may not seek consent if the law allows this.

Accuracy

CSPM takes reasonable steps to ensure personal information is kept accurate and current as needed for the purposes it serves.

CSPM relies on individuals to notify them if there is a change to their personal information that may affect their relationship with the organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible.

How do we safeguard personal information?

CSPM protects personal information in a manner appropriate for the sensitivity of the information.

CSPM makes every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

CSPM uses appropriate security measures when destroying personal information, including:

- shredding paper records
- permanently deleting electronic records
- strong password protection on software, files with sensitive information (e.g., phone numbers), etc.
- file restrictions to only authorized viewers

CSPM retains personal information only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes.

Openness

CSPM will provide detailed information regarding its privacy policies and practices, including how it handles information upon request.

Access to records containing personal information

Individuals have a right to access their own personal information in a record that is in the custody or under the control of CSPM, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual.

If CSPM refuses a request in whole or in part, they will provide the reasons for the refusal. In some cases where exceptions to access apply, CSPM may withhold that information and provide individuals with the remainder of the record.

Individuals may make a request for access to their personal information by writing to CSPM administration (contact information at the end of this policy) to ensure compliance with PIPA. Individuals must provide sufficient information in their request to allow CSPM to identify the information they are seeking.

Individuals may also request information about CSPM's use of their personal information and any disclosure of that information to persons outside the organization. In addition, individuals may request a correction of an error or omission in their personal information.

CSPM will respond to requests within 45 calendar days, unless an extension is granted. CSPM may charge a reasonable fee to provide information, but not to make a correction. CSPM does not charge fees when the request is for personal employee information. CSPM will advise individuals of any fees that may apply before beginning to process a request.

Questions and complaints

If you have a question or concern about any collection, use or disclosure of personal information by CSPM, or about a request for access to an individual's own personal information, please contact CSPM administration:

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