



## **Privacy, Consent, Collection & Disclosure of Personal Information**

### **2026 Policy Bulletin**

This policy bulletin document summarizes Sunbeam Community & Developmental Services (SUNBEAM/Sunbeam) policies about:

- complying with privacy and consent legislation, and
- collecting, using, and disclosing personal information.

Here's who needs to read this policy bulletin and then review it.

- **Each member of the Board of Directors** (the Board) at their orientation and then once per year after that.
- **All staff, students, and volunteers** at their orientation and then once per year after that.
- **The people whom we support** when they first apply for one of Sunbeam's programs, and again 30 days after they are admitted to a Sunbeam program.
- **All parents, guardians, and advocates** of the person whom we support when the person first applies for one of Sunbeam's programs, and again 30 days after the person whom we support is admitted to a Sunbeam program.
- **The person whom we support and their parents, guardians, or advocates** at each Person-Centred Planning Review meeting.

The timing of when this policy must be read is mandated by ONT REG. 299/10 and matches the Ministry of Children, Community and Social Services (MCCSS) timeframe requirements.

Sunbeam uses augmentative language tools, such as videos, to help support communication as needed.

### **Written Statement of Information Practices**

Sunbeam collects and records personal information about the people we support as well as personal information about our employees, volunteers, and our donors. We may collect this information directly from the person, or from someone acting on their behalf (i.e. a parent, guardian, or advocate). The personal information that we collect may include:

- Personal name, date of birth, and contact information;
- The names and contact information of family members and significant others;
- Information contained within an Application for Developmental Services and Supports;
- Information that has been shared with Sunbeam regarding the person we support;



- Information that employees, volunteers, and donors give about themselves, and
- Any other personal information that might affect the services and supports Sunbeam provides to people accessing services.

Sunbeam may also collect and record personal information that we get from other sources, if we have consent from the person, their parent/guardian or advocate, or if the law permits. Information shared with Sunbeam could be filed in electronic client records (ECRs), and staff/student/volunteer/donor databases.

We store and keep paper files according to the directions outlines in policies about disposing of and destroying information.

Sunbeam uses and discloses personal information to:

- Allow members of our team to provide services, where requested;
- Make referrals on behalf of the individual we support, as requested;
- Provide support and assistance to the individual we support and their parents, guardian, or advocate;
- Plan, administer, and manage our internal operations;
- Maintain information in our ECRs for current services and future needs;
- Maintain information in staff databases for employer obligations;
- Support volunteers and donors with their connection to Sunbeam;
- Hold risk assessments and complete quality improvement/assurance initiatives;
- Analyze services, gather statistical data, and conduct research;
- Comply with legal and regulatory requirements, and
- Fulfill other purposes that are permitted or required by law.

Sunbeam protects personal information from theft, loss, and unauthorized access, copying, modification, use, disclosure, and disposal. Everyone who performs services for us must protect the personal information we have on file, and only use that information for legal and required purposes.

Sunbeam audits and holds investigations that

- monitor our compliance with privacy legislation, and
- ensure we are managing personal information correctly.

We also have various technical and policy measures that protect personal information we have on file.



The people we support and/or their parents, guardian, or advocate, staff, students, volunteers, and donors may:

- **access and correct** their personal information by contacting the coordinator, supervisor, or manager of the associated department,
    - in the event that copies of records (which may contain personal information) are requested, policy **AD-ps-020 Access to Information** applies and will be followed,
- and
- **withdraw their consent** to have their personal information used or shared. They can do this by contacting the coordinator, supervisor, or manager of the associated department. However, sometimes legal requirements will force us to share or use personal information without that person's permission.

For more information about SUNBEAM's privacy practices, or to raise a concern about Privacy, Consent, Collection & Disclosure of Personal Information, contact us at:

Sunbeam Community & Developmental Services, Privacy Committee  
2749 Kingsway Drive  
Kitchener, ON N2C 1A7  
**Phone:** (519) 893-6200  
**Email:** [privacy@Sunbeamcommunity.ca](mailto:privacy@Sunbeamcommunity.ca)  
**Website:** [Sunbeamcommunity.ca/feedback](http://Sunbeamcommunity.ca/feedback)