

## ***Sharing of Agency Contact Information***

<b>Reviewed Date</b>		<b>Number</b>	IM0112
<b>Revised Date</b>	August 9, 2006	<b>Approved Date</b>	April 1, 2005

### ***Introduction***

The contact information the Health Unit retains on groups like physicians, dentists, schools etc. can be gleaned from telephone books and other public sources. However in the course of doing business, we also collect and maintain contact information that is not publicly accessible.

From time to time, the agency receives requests from external parties wishing to access this information. This policy defines the parameters within which staff can share contact information with external groups and individuals.

### ***Purpose***

### ***Legislative Authority***

### ***Policy Definitions and Interpretation***

### ***Policy***

Contact information is collected and maintained to support public health programs and services. Information gathered from public sources can be shared with not-for profit groups and agencies seeking to share information or promote services to the public. The health unit will not be responsible for the accuracy or completeness of the information.

Access to contact information collected for a specific purpose with the understanding that it will be kept confidential will be restricted to those within the agency who need the information to carry out the agency mandate.

### ***Procedures***

#### ***Requests for single numbers, addresses etc .***

1. Basic contact information is posted to the agency intranet. Staff can responds to requests for single numbers or addresses using this source of information.

#### ***Requests for mailing lists***

1. Record the details of the request including the name of the group, key contact, information required (names, addresses, telephone numbers etc.) and format required (mailing list, mailing labels etc.)

2. Forward request to the Administrative Coordinator or Administrative Assistant for your service area.
3. The Administrative Coordinator or Administrative Assistant will record the request in a common log for the agency.
4. The Administrative Coordinator or Administrative Assistant will process the request ensuring that information identified as confidential and collected solely for the purposes of the health unit is not included in the response.
5. The Administrative Coordinator or Administrative Assistant will ensure a standard disclaimer (Appendix A) is sent with all outside request detailing the Health Unit's collection methods and advising that some of the information may not be up to date.

***Related Forms***

***Related Policies***

***Final Approval Signature:*** \_\_\_\_\_

Review/Revision History:

September 2010 Policy re-numbered, previous number C1.010