

PERSONAL INFORMATION BANKS

A personal information bank is a collection of personal information that is organised and can be retrieved by an individual's name or some other personal identifier.

Administration and Governance	
Name	Register of Directors/Members
Location	Office of the Chief Executive Officer
Legal Authority	Not-for-Profit Corporations Act, s. 92
Personal Information Maintained	Some or all of name, home address, home telephone number, personal cell phone number, email addresses, bank statements and education records
Uses	Information used to document membership of the governing body and for contact purposes.
Authorised Users	Senior Management and other staff as authorised.
Individuals in Bank	Board Members
Retention and Disposal	Life of hospital plus five (5) years
Medical and Academic Affairs	
Name	Physician Credentialing Records
Location	Medical Affairs
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, date of birth, gender, employment information, Educational history, personal contact information, staff certification (Credentialing) and other information as found on resumes.
Uses	Information used to make decisions around the appointment and credentialing of physicians.
Authorised Users	Chief of Medical Staff, members of the Medical Advisory Committee and other staff as appropriate.
Individuals in Bank	Clinical Staff
Retention and Disposal	TBD
General Department Program	
Name	Employee Payroll
Location	Finance
Legal Authority	Employee Standards Act s. 230, Income Tax Act Regulations, s.5800
Personal Information Maintained	Some or all of name date of birth, personal contact information, home addresses, social insurance number, bank account number, pension beneficiary, marital status
Uses	Payroll staff
Authorized Uses	To calculate and administer employee salary and expense payments
Individuals in Bank	Staff
Retention and Disposal	Six (6) years from end of last tax year to which they relate
Name	Staff Phone lists and Fan Out lists
Location	Various departments
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, home telephone number, home address and personal cell phone number.
Uses	To maintain contact information on employees in the event of a

	scheduling change, call in for emergency situations and crises
Authorised Users	Managers, Coordinators, Command Centre staff and other staff as required.
Individuals in Bank	Employees
Retention and Disposal	Active List
Name	Staff Certification/Credentialing/Education
Location	Various Departments and programs
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, home telephone number, home address and personal cell phone number, credentials i.e. registration number of regulatory college
Uses	To track completion of certifications and educational training pertinent to job
Authorised Users	Managers
Individuals in Bank	Employees
Retention and Disposal	TBD
Finance , IT and Decision Support	
Name	Accounts Receivable Records
Location	Finance
Legal Authority	Public Hospitals Act, Income Tax Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information, record of payment and other financial information including void cheques
Uses	Information used to bill individuals and collect monies from individuals.
Authorised Users	Finance and staff as required.
Individuals in Bank	Patients and Employees
Retention and Disposal	Items older than 2 years stored in off-site warehouse
Name	Accounts Payable Records
Location	Finance
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and other financial information
Uses	Information used to process payments made to various individuals and entities including vendors
Authorised Users	Finance and staff as required
Individuals in Bank	Employees, Physicians, Vendors
Retention and Disposal	10 years
Name	IAR Consent Registry
Location	Privacy office
Legal Authority	Public Hospitals Act
Personal Information Maintained	Patient name, address, health care, date of birth, telephone number
Uses	To maintain a list of consent directive receive from IAR
Authorised Users	Privacy office
Individuals in Bank	Patients
Retention and Disposal	Perpetual
Name	Request under the Freedom of Information and Protection of Privacy Act
Location	Privacy Department

Legal Authority	Freedom of Information and Protection of Privacy
Personal Information Maintained	Some or all of name, home phone telephone number, home address, email address and other information of requestor including receipt of payment
Uses	To process FIPPA requests
Authorised Users	Managers, staff, patients, legal counsel
Individuals in Bank	Individual making FIPPA request
Retention and Disposal	Current year plus five (5) years after the appeal period and judicial review period have expired
Corporate Support Services	
Name	Patient Dietary Profiles
Location	Food Services
Legal Authority	Public Hospitals Act
Personal Information Maintained	Patient profiles from Computrition including name, address, personal health information
Uses	Information is used to make appropriate nutritional choices for Patients while at HSN
Authorised Users	Clinical and food services staff
Individuals in Bank	Patients
Retention and Disposal	Active list
Human Resources	
Name	Employee Records
Location	Human Resources
Legal Authority	Employee Standards Act s.15 and Connecting Care Act,2019, s. 26(9)
Personal Information Maintained	Some or all of name, date of birth, gender, social insurance number, marital status, employee number, home telephone number, home address, personal cell phone number, employment information, personal health information, contact information, benefits information, education history, attendance and leave records, disciplinary actions, benefit/pension carriers, performance evaluations, grievance information, criminal record check and language skills results
Uses	Information used to manage employment relationship from hiring to termination
Authorised Users	Human Resources staff and Managers and other staff as required
Individuals in Bank	Employees
Retention and Disposal	3 years after the date to which the record relates
Location	Occupational Health and Safety Records
Legal Authority	Occupational Health and Safety Act and Limitations Act, s.4/15 Reasonable Practice
Personal Information Maintained	Some or all of name, home address and phone number. Workplace Accident and incident Investigation records
Uses	Information used to report workplace accidents and maintain a safe and healthy workplace.
Authorised Users	Human Resources, Occupational Health and Safety staff as Required.
Individuals in Bank	Employees
Retention and Disposal	End of employment year plus six (6) years
Name	Hiring and Interview Notes
Location	Human Resources
Legal Authority	Public Hospitals Act

Personal Information Maintained	Some or all of name, home telephone number, home address, personal cell phone number, employment history, professional development history, contact information, education and other information submitted on resume including references personal email.
Uses	Information used for recruitment purposes and to determine if candidates have the qualifications to meet job requirements. Also used to document the job competition and hiring process.
Authorised Users	Managers and staff as appropriate.
Individuals in Bank	Potential candidates applying for positions.
Retention and Disposal	1 year after date of hire
Name	Volunteer Recruitment Record
Location	Volunteer Services
Legal Authority	Employment Standards Act s.15
Personal Information Maintained	Some or all of name, home telephone number, home address, personal cell phone number, contact information and other information submitted on resumes including education records
Uses	Information used for the recruitment of volunteers.
Authorised Users	Manager Volunteer Services and staff as required.
Individuals in Bank	Volunteers
Retention and Disposal	3 years after the date to which the record relates
Name	Respiratory Mask Fit Testing
Location	Occupational Health and Safety
Legal Authority	Occupational Health and Safety Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and employee number.
Uses	Information used to track respiratory mask fit testing compliance of employees.
Authorised Users	Occupational Health and Safety Manager and appropriate staff
Individuals in Bank	Employees
Retention and Disposal	Active List
Name	Circulation User Records
Location	Library Services
Legal Authority	Public Hospitals Act
Personal Information Maintained	Patron records (Conifer records) including some or all of name, home address and phone number.
Uses	Information used to track circulation of current uses of library services/resources
Authorised Users	Library Staff
Individuals in Bank	Providers, physicians, volunteers and general public
Retention and Disposal	Active List
Name	Accommodation Requests
Location	Occupational Health and Safety
Legal Authority	Public Hospitals Act, Occupational Health and Safety Act, Ontario Human Rights Code
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and employee number.
Uses	Information used to track accommodation requests of employees in need of alternate work arrangements.
Authorised Users	Occupational Health and Safety Manager and appropriate staff.
Individuals in Bank	Employees

Retention and Disposal	Active List
Name	WSIB Records
Location	Occupational Health and Safety
Legal Authority	Workplace Safety and Insurance Act
Personal Information Maintained	Some or all of name, home address, telephone number, health card number, date of birth, social insurance number, personal health information and WSIB number
Uses	Information used to document WSIB cases.
Authorised Users	Occupational Health and Safety Manager and appropriate staff.
Individuals in Bank	Employees
Retention and Disposal	Creation year plus minimum six (6) years
Name	Short Term Disability
Location	Occupational Health and Safety
Legal Authority	Public Hospitals Act, Occupational Health and Safety Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and employee number.
Uses	Information used to document accommodation of employees in need of short term disability assistance.
Authorised Users	Occupational Health and Safety Manager and appropriate staff.
Individuals in Bank	Employees
Retention and Disposal	TBD
Name	Long Term Disability
Location	Occupational Health and Safety
Legal Authority	Public Hospitals Act, Occupational Health and Safety Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and employee number
Uses	Information used to document accommodation of employees in need of short term disability assistance
Authorised Users	Occupational Health and Safety Manager and appropriate staff.
Individuals in Bank	Employees
Retention and Disposal	TBD

Quality and Patient Safety

Name	Patient Feedback
Location	Quality and Patient Safety
Legal Authority	Public Hospitals Act, QCIPA, Excellent Care for All Act
Personal Information Maintained	Some or all of name, home telephone number, home address, personal health information and other contact information.
Uses	Information used to track and follow up on patient complaints.
Authorised Users	Quality and Risk Management, Patient Relations and other staff as required.
Individuals in Bank	Employees, Patients, Visitors, General Public
Retention and Disposal	Year of record plus minimum two (2) years
Name	Incident Reports
Location	Quality and Patient Care
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, home telephone number, home address, date of birth, personal health information and other contact information.
Uses	Information used to track and follow up on incidents and retained to document outcomes.

Authorised Users	Quality and Risk Management, Patient Relations, Human Resources and other staff as required.
Individuals in Bank	Employees, Patients, Visitors, General Public
Retention and Disposal	Until opportunity for appeal or legal action has passed
Name	Legal Claims
Location	Quality and Patient Care
Legal Authority	Public Hospitals Act, QCIPA
Personal Information Maintained	Some or all of name, home telephone number, home address, date of birth, personal health information, employment information and other contact information.
Uses	Information used to investigate and resolve complaints about employees, physicians and quality of care.
Authorised Users	Quality and Risk Management, Patient Relations and other staff as required.
Individuals in Bank	Employees, Patients, Visitors, General Public
Retention and Disposal	28 years
Research	
Name	Clinical Research
Location	Health Sciences North Research Institute (HSNRI)
Legal Authority	Health Canada
Personal Information Maintained	Some or all of name, personal contact information i.e. home address, home phone number. Personal health information including clinical research charts and subject enrollment documentation.
Uses	Clinical trials, information used for the recruitment of staff
Authorised Users	Researchers, physicians
Individuals in Bank	Staff, clinical trial patients who have consented to be part of research
Retention and Disposal	15 years
Clinical Programs	
Name	Patient Chart and Clinical Records in the form of paper including Patient Care Notes, Charts, microfilm, Nursing Documentation, Pharmacy Records and Laboratory & Pathology Records. Patient Registers
Location	Health Information Services, Nephrology, Children's Treatment Centre, Haven Program, Breast Screening and Assessment Service, Mental Health and Addictions, Violence Intervention and Prevention Program, Bariatric Regional Assessment and Treatment Centre, Heart Failure Disease Management Program, Northeast Cancer Centre, Brain Injury Rehabilitation Service
Legal Authority	Public Hospitals Act
Personal Information Maintained	Some or all of name, date of birth, gender, marital status, employer, home telephone number, home address, WSIB referrals, personal health information and other contact information
Uses	Information used to facilitate the provision of health care services
Authorised Users	Authorized staff
Individuals in Bank	Patient, Employees, next of Kin, Guarantors
Retention and Disposal	Retention and disposal of Personal Health Information policy
Name	Electronic Patient Cart
Location	Meditech BSharp, B Care, Mosaiq, IMPAX
Legal Authority	Public Hospitals Act

Personal Information Maintained	Some or all of name, date of birth, gender, marital status, employer, home telephone number, home address, test results, medications, diagnostic information
Uses	Information used to facilitate the provision of health care services
Authorised Users	Authorized staff
Individuals in Bank	Patient, Employees, next of Kin, Guarantors
Retention and Disposal	Retention and disposal of Personal Health Information policy
Name	North East Cancer Centre Colorectal (NECC) Follow up Reminders Initiative
Location	Electronic
Legal Authority	Public Hospitals Act
Personal Information Maintained	Service dates, patient ID, patient name, address, health card number, and physician.
Uses	Used to send out reminders to patients (and their physicians) who are due for colorectal followup testing.
Authorised Users	Authorised staff
Individuals in Bank	Patient and physicians
Retention and Disposal	Active list
Name	Diagnostic Imaging Records
Location	Electronic
Legal Authority	Public Hospitals Act RS.0 1990, c. P.40
Personal Information Maintained	Medical images of patients
Uses	Diagnosis and care and treatment of patient
Authorised Users	Authorised staff
Individuals in Bank	Patients
Retention and Disposal	Five (5) years after creation of the record. Ten (10) years for breast examination after the creation of record. If patient is less than 18 years, five (5) years after the patient's 18 th birthday and Ten (10) years for breast examination after the patient's 18th birthday
Name	Supportive Care Program
Location	North East Cancer Centre – Supportive Care Office
Legal Authority	Public Hospitals Act
Personal Information Maintained	Patient Charts, Forms (Disability, Power of Attorney, Insurance, etc.), Waitlists for group therapy, nutrition supplement prescriptions, referral forms (CCAC, Diabetes Education, etc.), Student information including <u>Contracts/Resumes/Evaluations</u>
Uses	Used for various programs provided to in and outpatients including social work, nutrition and speech pathology at NECC. Also used for student placement assessments including evaluations
Authorised Users	Supportive Care Staff
Individuals in Bank	Patient and students
Retention and Disposal	10 years
Name	Cancer Care Ontario's Integrated Client Management System - High Risk Breast screening
Location	Integrated Cancer Screening Department
Legal Authority	Public Hospitals Act
Personal Information Maintained	OBSP chart, referral, personal health information, personal information and clinical information

Uses	To determine which patients are high risk
Authorised Users	Integrated cancer screening staff as required
Individuals in Bank	Patients
Retention and Disposal	10 years
Name	Mental Health and Addictions Program Chart
Location	MHAP office
Legal Authority	Public Hospitals Act
Personal Information Maintained	Patient registers, incident reports, surveys, patient name, medical record and clinical documentation.
Uses	For ongoing treatment and for progress evaluation
Authorised Users	MHAP staff as required
Individuals in Bank	Patients
Retention and Disposal	TBD