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Information Handling Guidelines

Office of Administrative Responsibility:	Office of Advocacy & Wellbeing, Faculty of Medicine & Dentistry (FoMD)
Approver:	Office of the Vice Dean, Education
Scope:	Learners accessing support from the Assistant Deans or Associate Dean of the Office of Advocacy & Wellbeing of the FoMD.

OVERVIEW

The following document serves as a guideline for use by the Office of Advocacy & Wellbeing (OAW) of the Faculty of Medicine & Dentistry (FoMD) at the University of Alberta. This document is meant to offer specific information for OAW use only and is meant to support, not supersede, University's policies relevant to privacy and information as well as the Freedom of Information and Protection of Privacy (FOIPP) Legislation.

This document only refers to the personal information of learners as defined in Section 1(n) of the Freedom of Information and Protection of Privacy (FOIPP) Act. It does not refer to files created by the OAW's in-house psychologist nor to any non-learner or non-personal information retained at the OAW.

PROCEDURE

Collection, use, storage and sharing of personal learner information

OAW staff members collect the personal information of learners for the purpose of offering support services that best fit the learner's needs. A collection notification statement, as per section 34(2) of the FOIPP Act, is found on the OAW intake forms.

Information collected from the learner complies with section 33(c) and 34(1) (a) of the FOIPP Act. Personal learner information can be shared, on a need to know basis, between the Associate Dean and the Assistant Deans of the OAW in order to facilitate the best support for the learner and otherwise as authorized under the FOIPP Act. In all other cases, verbal consent will be documented in a learner file when learner information is discussed with or collected from other University offices. Signed authorization to collect information from third party forms will be retained in the learner file when learner information is discussed with or collected from non-University offices.

As per section 40(1-ee) of the FOIPP Act, personal learner information may be disclosed if any OAW staff feel the learner is at imminent risk of harm to themselves or to others, including the patients for which they care.

All personal learner information is maintained by the OAW in a secure manner. Electronic information is stored on a secure server and is only accessible to whoever is granted permission by the FoMD's Medical Information Technology group (MedIT).

Learners may have access to the information collected upon written request to the OAW. The learner file will be annotated to indicate which information was shared and when it was shared. If there is any concern about the nature of the information request or which information can be released (such as in the case of the file containing third party personal information or information that may be considered harmful to the applicant) a formal request can be made with assistance from the Information and Privacy Office at the University of Alberta (www.ipo.ualberta.ca).

Retention and disposal of personal learner information

A learner's file will remain open and active at the OAW until the end of that learner's educational/training program in the FoMD at the University of Alberta. The end date for a learner's program will be determined by the Undergraduate Medical Education (UME) or Postgraduate Medical Education (PME) annual learner lists. At such time that a learner is no longer listed as being registered in an UME or PME program, their file will be considered closed. If a learner is in contact with the OAW after their file has been closed, the closure date will be updated to the date of last contact. Closed files will be retained for one year after the closure date. Essentially all information acquired as part of a learner's file will be retained for the duration of the learner's program plus one year.

If a FOIPP request is made, or legal action is reasonably anticipated with regards to a learner file, that file will not be destroyed until advised by the Privacy Office and/or the Office of General Counsel at the University of Alberta.

Once deemed ready for disposal, all paper information will be destroyed by secure shredding and all electronic files will be deleted from the secure server. No personal learner information will be retained after this time.

Once destroyed, a proof of destruction certificate will be retained by the OAW. This certificate will list the number of files that were destroyed identified only by the date the file was closed, the date the files were destroyed, who the files were destroyed by, and why the files were destroyed.

Any questions regarding the collection, use, storage, retention or disposal of personal learner information by the OAW may be directed to the Associate Dean of the Office of Advocacy & Wellbeing, Faculty of Medicine & Dentistry at the University of Alberta by calling 780-492-3092.

RELATED LINKS

[Government of Alberta FOIPP Act](#)

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