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## Personal Information Bank

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## Administration and Governance

Name:	Board Membership
Location:	Executive Office
Legal Authority:	Corporations Act (Ontario), s.300
Information maintained:	Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home address, home telephone
Uses:	To document the membership of the hospital's governing bodies and to produce mailing labels
Users:	Corporate Assistants
Individuals in Bank:	Directors compromised of staff and the public
Retention and Disposal:	Varied, see CHEO record retention policy



## Business Office

<b>Name:</b>	Patient Ledger Card
<b>Location:</b>	Electronic Record, Manager Business Office
<b>Legal Authority:</b>	Income Tax Act s. 230 (1)
<b>Information maintained:</b>	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
<b>Uses:</b>	For administration purposes; Maintain files
<b>Users:</b>	Business Office Staff
<b>Individuals in Bank:</b>	Patients
<b>Retention and Disposal:</b>	Varied, see CHEO record retention policy

<b>Name:</b>	Customer and Billing Invoices
<b>Location:</b>	Electronic Record, Manager Business Office
<b>Legal Authority:</b>	Income Tax Act s. 230 (1)
<b>Information maintained:</b>	<u>Direct Personal Information</u> Some or all of name, address, telephone number, record of payment (may include debit, bank, credit card, cheque or other payment type information), services received, vehicle information, related correspondence
<b>Uses:</b>	To administer monies receivable or received by the hospital from individuals
<b>Users:</b>	Business office staff
<b>Individuals in Bank:</b>	Patients
<b>Retention and Disposal:</b>	Varied, see CHEO record retention policy



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Name:	Parking
Location:	Business Office
Legal Authority:	Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number, and vehicle information
Information Uses:	Information is used to administer parking services
Users:	Business Office staff
Individuals in Bank:	Current and former students, staff, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy



## Corporate Communication

Name:	Images
Location:	Corporate Communications
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	Photographic images of people and events at or associated with the hospital, personal stories, facts
Uses:	Used to promote the Hospital in internal and external publications
Users:	Corporate Communications staff
Individuals in Bank:	Staff, volunteers, students, midwives, physicians and members of the public who attend CHEO events
Retention and Disposal:	Varied, see CHEO record retention policy



## General Administration

Name:	Department Contact Lists and Scheduling
Location:	List available in most departments
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number
Uses:	To administer employment relationship
Users:	Managers
Individuals in Bank:	Staff
Retention and Disposal:	Varied, see CHEO record retention policy



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## Health Records

Name:	Records under the Personal Health Information Protection Act
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act, S.O. 2004
Information maintained:	<p><u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender</p> <p><u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Information is used to maintain records of patients treated at the hospital
Users:	Health records department
Individuals in Bank:	Patients
Retention and Disposal:	Varied, see CHEO record retention policy





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Name:	Release of Information Files
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender  <u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	To process requests for personal health information
Users:	Health records department
Individuals in Bank:	Patients, midwives, physicians, lawyers and others authorized to request personal health information of another individual
Retention and Disposal:	Varied, see CHEO record retention policy



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## Human Resources

Name:	Personnel Records
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990;
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home/emergency contact information, marital/family status and information, next-of-kin, beneficiary information, citizenship/immigration status, SIN, employee/student number, education information, research information, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, disability and/or medical information, photographs, physical description, reference letters, comments and opinions
Uses:	Information is used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements, and legislative requirements, and for contact/reporting purposes
Users:	Authorized Human Resources staff
Individuals in Bank:	Employees, emergency contacts
Retention and Disposal:	Varied, see CHEO record retention policy



<b>Name:</b>	Employee Competition and Recruitment
<b>Location:</b>	Human Resources
<b>Legal Authority:</b>	Hospitals Act, R.S.O., 1990
<b>Information maintained:</b>	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions.
<b>Uses:</b>	To administer the hiring process; Maintain files
<b>Users:</b>	Human Resources staff
<b>Individuals in Bank:</b>	Prospective employees, employees
<b>Retention and Disposal:</b>	Varied, see CHEO record retention policy
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<b>Name:</b>	Grievances and Arbitrations
<b>Location:</b>	Human Resources
<b>Legal Authority:</b>	Labour Relations Act, 1995, c. 1, s. 48.
<b>Information maintained:</b>	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers union affiliation, comments and opinions.
<b>Uses:</b>	Information is used to respond to employee grievances.
<b>Users:</b>	Human Resources and Labour Relations staff
<b>Individuals in Bank:</b>	Employees with grievances.
<b>Retention and Disposal:</b>	Varied, see CHEO record retention policy



<b>Name:</b>	<b>Police Reference Check Program</b>
Location:	Human Resources
Legal Authority:	Developmental Services Act - R.R.O. 1990, Reg. 272, 13(1) K, Report No. 8 of the Economic Development Committee (Clause 6) {Police Reference Checks and the Hiring Process}.
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, address, telephone number, email address.
Uses:	Information is used to assist in determining the suitability of successful candidates for positions with the hospital.
Users:	Human Resources staff
Individuals in Bank:	Employees, Students, Volunteers
Retention and Disposal:	Varied, see CHEO record retention policy
<b>Name:</b>	<b>Record of Training</b>
Location:	Human Resources
Legal Authority:	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25.
Information maintained:	<u>Direct Personal Information</u> Some or all of name, gender, date of birth, address, telephone number, employment history, training history including certificates, test and result information, employee sign off sheet.
Uses:	Information is used for administration purposes; maintain record of employee training on technical and hard skills
Users:	Human Resources staff
Individuals in Bank:	Employees, Students, Volunteers
Retention and Disposal:	Varied, see CHEO record retention policy



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Name:	Workplace Compensation and Disability Management
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employment information, long term disability claim information, Workplace Safety and Insurance Board claim information, financial information.
Uses:	Information is used to administer claims and benefits, monitor accommodation and for return to work planning
Users:	Human Resources and other authorized individuals
Individuals in Bank:	Employees, dependents and beneficiaries
Retention and Disposal:	Varied, see CHEO record retention policy



## Information Services

Name:	Systems and Accounts Administration Records
Location:	IS
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, username, password, home contact information, employee number
Uses:	Information is used to create telephone, Internet and e-mail accounts for students, staff, midwives, physicians, administer access permissions, respond to user inquiries, investigate incidents, produce long-distance reports and for contact purposes
Users:	IS staff
Individuals in Bank:	Current and former students, volunteers, staff, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy
Name:	Freedom of Information Requests
Location:	Freedom of Information Office
Legal Authority:	Freedom of Information and Protection of Privacy Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requested
Uses:	Information is used to process access requests and corrections to personal information requests or investigate privacy complaints under FIPPA
Users:	Information and Privacy Officer, Freedom of Information Coordinator
Individuals in Bank:	Individuals making requests
Retention and Disposal:	Varied, see CHEO record retention policy



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## Library Services

Name:	Patron Registration Records
Location:	Library
Legal Authority:	Public Hospital Act. R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number and employment information
Uses:	Information is used to administer library loans
Users:	Library staff
Individuals in Bank:	Staff, students, volunteers, physicians, patient families, public
Retention and Disposal:	Varied, see CHEO record retention policy



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## Occupational Health and Safety and Infection Control

Name:	Occupational Health and Safety Records
Location:	Occupational Health and Safety Department
Legal Authority:	Occupational Health and Safety Act/ Workplace Safety and Insurance Act
Information maintained:	<p><u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information.</p> <p><u>Other</u> Correspondence</p>
Uses:	Information is used to uphold the Hospital's responsibility to provide a safe and healthy workplace and to respond to occupational health and safety issues
Users:	Occupational Health and Safety staff and physicians
Individuals in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy





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Name:	Infection Control Records
Location:	Infection Control Department
Legal Authority:	Health Protection and Promotion Act, R.S.O. 1990, c. H.7, s. 5, 25
Information maintained:	<u>Personal Health Information</u> Some or all of name, hospital number, medical information including lab results
Uses:	Information is used for reporting, diagnosis, treatment, isolation status, follow up and referral for each patient
Users:	Infection control staff and physicians
Individuals in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	Varied, see CHEO record retention policy



## Patient Relations

Name:	Patient Relations Files
Location:	Patient Relations Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, opinions  <u>Other</u> Correspondence and other supporting documentation
Uses:	Information is used to investigate and resolve complaints
Users:	Patient Relations Consultant and Directors or Managers involved in the investigation
Individuals in Bank:	Patients or other complainant, staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy



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## Payroll

Name:	Employee Payroll Files
Location:	Manager, Payroll
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee Direct Personal Information Some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history, other correspondence
Uses:	Information is used for administration purposes; calculate and administer payroll.
Users:	Payroll staff
Individuals in Bank:	Staff, students
Retention and Disposal:	Varied, see CHEO record retention policy



**Name:** Benefit Records

**Location:** Manager, Payroll

**Legal Authority:** Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.

**Information maintained:**

Direct Personal Information  
Name, address, telephone number, email address, employee number, employment history, medical history

Other  
Correspondence, contract, record of payment

**Uses:** Information is used for administration purposes; Maintain files

**Users:** Payroll Office, Human Resources

**Individuals in Bank:** Staff

**Retention and Disposal:** Varied, see CHEO record retention policy

**Name:** Pension Records

**Location:** Payroll Office

**Legal Authority:** Employment Insurance Act, 1996

**Information maintained:**

Direct Personal Information  
Name, address, telephone number, email address, employee number, SIN, benefit information, financial history, employment history, tax information

**Uses:** Information is used to administer pension entitlements and provide financial planning

**Users:** Payroll Office, Human Resources

**Individuals in Bank:** Staff

**Retention and Disposal:** Varied, see CHEO records retention index



<b>Name:</b>	Payroll Register / Payroll Period Processing
<b>Location:</b>	Payroll Office
<b>Legal Authority:</b>	Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 12; Canada Pension Plan, R.S., 1985, c. C-8, s. 24; Employment Insurance Act, 1996, c. 23, s. 87; Income Tax Act, S.C. 1970-71-72, c. 63, s. 230.
<b>Information maintained:</b>	Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods.  <u>Direct Personal Information</u> Some or all of name, address, gender, gross pay, net pay, deductions, details of hours worked and hours paid, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history
<b>Uses:</b>	Information is used for administration purposes; Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.
<b>Users:</b>	Payroll staff, Human Resources
<b>Individuals in Bank:</b>	Staff
<b>Retention and Disposal:</b>	Varied, see CHEO records retention index
<b>Name:</b>	T4/T4A Reports and Canada Pension Plans Contributions
<b>Location:</b>	Hard copy, Manager, Payroll
<b>Legal Authority:</b>	Income Tax Act s. 230 (1), Income Tax Act Regulations s. 5800
<b>Information maintained:</b>	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, financial history, employment history
<b>Uses:</b>	Information is used for administration purposes; Maintain files
<b>Users:</b>	Payroll Office
<b>Individuals in Bank:</b>	Staff
<b>Retention and Disposal:</b>	Varied, see CHEO records retention index



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## Pharmacy

Name:	Pharmacy Inpatient Prescriptions
Location:	Pharmacy Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<p><u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender</p> <p><u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Information is used for administration purposes; Maintain files
Users:	Staff, students, midwives, physicians
Individuals in Bank:	Patients
Retention and Disposal:	Varied, see CHEO record retention policy



## Security Services

Name:	Security Reports
Location:	Secure Software, Memo Books, Use of Force Forms
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's license number, financial information, health information, employment history, legal information, criminal history, nature of incident/complaint, incident summary, dispatch number, incident number, case number, police case number, images, audio recordings, name of officer, witness statements, case notes
Uses:	Information is used to investigate security incidents and maintain a safe environment
Users:	Security guards, security coordinators, alternate coordinators and managers
Individuals in Bank:	Public, patients, staff, volunteers, students, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy



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Name:	Video Surveillance Records
Location:	Protection Services Office
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Video images of people entering or using hospital facilities
Uses:	Information is used to investigate incidents relating to safety or security
Users:	Protection service, authorized individuals involved in investigations
Individuals in Bank:	Public, patients, staff, volunteers, students, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy





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Name:	I.D. Card and Key Access Records
Location:	Protection Services Office
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, home contact information, employee number and photographs.
Uses:	Information is used to administer and maintain access control.
Users:	Protection Services staff
Individuals in Bank:	Staff, volunteers, students, midwives, physicians
Retention and Disposal:	Varied, see CHEO record retention policy



## Research

Name:	Research Ethics Board
Location:	Office of Research Ethics, Researchers
Legal Authority:	Medical Devices Regulations (SOR/98-282), Health Canada Guidance for Records Related to Clinical Trails (Guide 0068), 2006
Information maintained:	<u>Direct Personal Information</u> Some or all of names of researchers, contact information, third party opinions about individuals involved in project, Individuals own views or opinions
Uses:	Information is used to determine the granting of ethics clearance to research involving human participants, including clinical trials
Users:	Office of Research Ethics, members of relevant research ethics committee
Individuals in Bank:	Staff, students, midwives, physicians and potentially research participants
Retention and Disposal:	Varied, see CHEO record retention policy



## Volunteer Services

Name:	Volunteers
Location:	Electronic, Volunteer Services
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references, education history, criminal reference checks, training, awards, emergency contact information, shifts, positions held, performance notes, interview notes, reference letters, TB tests
Uses:	Information is used for administration purposes; Maintain files
Users:	Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer
Individuals in Bank:	Volunteers
Retention and Disposal:	Varied, see CHEO record retention policy

Name:	Volunteer Applications
Location:	Electronic, Volunteer Services
Legal Authority:	Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references
Uses:	Information is used for administration purposes; Maintain files
Users:	Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer
Individuals in Bank:	Volunteers
Retention and Disposal:	Varied, see CHEO record retention policy