Information Handling Guidelines

Preamble

The following document serves as a guideline for use by the Learner Advocacy & Wellness (LAW) Office of the Faculty of Medicine & Dentistry (FoMD) at the University of Alberta. This document is meant to offer specific information for LAW Office 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 FOIPP Act. It does not refer to files created by the LAW Office’s in-house psychologist nor to any non-learner or non-personal information retained at the LAW Office.

Collection, use, storage and sharing of personal learner information

LAW office 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 LAW 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 between the Associate Dean and the Assistant Deans of the LAW Office in order to facilitate the best support for the learner. 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 LAW Office 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 LAW Office 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 Office of Medical Information Technology.

Learners may have access to the information collected upon written request to the LAW Office. 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 LAW Office 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. 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.

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.

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