Access and correction of personal information

PEO allows an individual access to personal information held about that individual unless it would reasonably be expected to interfere with the enforcement of the *Professional Engineers Act*, or the administration of PEO. For example, a person under investigation cannot see the evidence gathered, if it will jeopardize the integrity of the investigation.

Individuals having access to their own information can correct any errors of fact in the information. If there is disagreement with PEO about whether information is in error, the individual can file a statement of disagreement.

PEO has a Privacy Officer

Questions, concerns or formal complaints about PEO's privacy practices should be directed to the Chief Privacy Officer, who can be reached at:

Chief Privacy Officer
101-40 Sheppard Avenue West
Toronto, ON M2N 6K9
Email: privacy@peo.on.ca
(416) 840-1112 or (800) 339-3716, ext. 112

For more information

PEO's full Privacy Policy is available from PEO's website at www.peo.on.ca, or by calling or writing the Chief Privacy Officer.

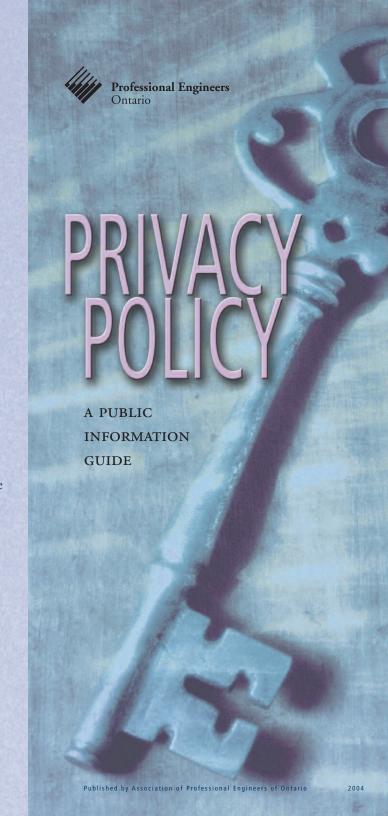**Professional Engineers**
Ontario

40 Sheppard Avenue West
Suite 101
Toronto, Ontario
M2N 6K9

Tel: 416 840-1112 or 1-800-339-3716, Ext. 1112

Enforcement Hotline: 416 224-9528 Ext. 1444

Website: www.peo.on.ca

Professional Engineers
Ontario

PRIVACY POLICY

A PUBLIC

INFORMATION

GUIDE

Professional Engineers Ontario (PEO) is committed to responsible behaviour when collecting, using and disclosing personal information about practitioners and others. It has established a detailed Privacy Policy and a Privacy Office to achieve this goal. Although PEO is not covered by privacy legislation (because it does not engage in commercial activities), it has voluntarily chosen to meet contemporary privacy expectations.

PEO collects personal information

Personal information means any information about an identifiable individual other than business contact information. PEO collects personal information about applicants, practitioners and others to regulate the practice of professional engineering and govern the profession in the public interest. Examples include:

- information about the qualifications and good character of applicants for licences;
- contact and practice information about practitioners;
- evidence about complaints or other concerns about practitioners;
- information about the qualifications and support needs of volunteers;
- references for applicants and practitioners;
- information about unlawful practice by unlicensed people;
- opinions about how PEO can better serve practitioners and the public; and
- information needed to maintain the security of visitors and information at PEO's office.

Why PEO collects personal information

PEO collects, uses and discloses personal information to govern the profession and regulate the practice of professional engineering. The purpose of collection is usually fairly obvious. For instance, PEO needs to:

- communicate with applicants and practitioners;
- assess their qualifications;
- provide educational information;
- investigate complaints;
- recruit volunteers;
- prevent unlawful practice;
- consult with stakeholders;
- provide information to the public about practitioners; and
- secure confidential information.

PEO safeguards personal information

PEO recognizes that personal information is sensitive and must be protected against unauthorized access, use, disclosure, copying, modification, or destruction. PEO safeguards personal information through the following measures.

Organizational

- privacy policy and subpolicies and procedures
- access on a need-to-know basis
- confidentiality agreements signed by staff and volunteers
- defined retention periods
- strict rules for information removed from office
- fax, courier and mail protocols
- privacy training
- privacy assurances from PEO's suppliers

Physical

- sensitive files are locked away
- shredding of discarded files

Technological

- password protection of computers
- security cameras
- virus and firewall protection for network
- secure website
- unencrypted email treated as insecure
- written and audited policies and procedures on PEO's security technology