

SOAR's Commitment to Privacy

To be able to perform its client work, SOAR Consulting and Training Inc. must have access to information about both business plans and operation, and the people who work in the client business. SOAR will only request and use the information necessary for the completion of agreed upon work, but in most cases this will still involve significant access. This is a necessity if effective client service is to be delivered.

Respecting the sensitivity of any such information, SOAR's policy will be to:

- Not disclose, without clear and written permission, any information received from a client organization about its business plans or operations;
- Not disclose specific and attributable personal information about any employee of a client organization, either within or external to the client organization, unless with the clear permission of the individual or unless otherwise required by legal statute or order (Note: "personal information" means any information about a specific individual that directly identifies a person, such as name, postal address, telephone number, e-mail address, employment and financial information, as well as information as may pertain to personal circumstances, which may be disclosed in counseling sessions);
- Only disclose information about or received from employees of a client organization in summary or statistical form, as may be necessary to highlight human resources trends or issues, but only when such reporting ensures non-attributable disclosure;
- Secure all information received into its possession to ensure neither the intentional nor unintentional access of the information by individuals not otherwise authorized for access according to the terms of client engagement contracts;
- Ensure that any subcontracted, associate services employed in the conduct of a client engagement will be fully versed in this confidentiality policy and client confidentiality requirements, and will be bound by both;
- Through this website, SOAR collects information that is provided voluntarily using an e-mail message. We may use such information to contact and correspond with the information provider, to respond to inquiries, to provide information relating to SOAR and its business services, and information, which we think may be of interest, and as otherwise permitted by law. The information provided is required to reply to requests and generally maintain relations. It will never be sold, rented or traded to a third party without authorized consent.

As a human resources consulting organization, SOAR Consulting & Training Inc. recognizes and respects the confidentiality associated with every client engagement. Any client information which comes into SOAR's possession, whether personal or business related, will be held in strict confidence. SOAR's promise is that it will meet both its legal obligations and its professional obligations as described in the code of conduct for human resources professionals. Confidentiality will be central to our client work.

If you have any questions about this policy or about information collected and held during the course of a client engagement, you may contact SOAR's privacy officer by email at information@soarconsulting.ca.