

PROTECTION OF PERSONAL INFORMATION

PURPOSE: In general, information privacy laws or data protection laws prohibit the disclosure or misuse of information about private individuals. While The United States is notable for not having adopted a comprehensive information privacy law, it is the intent of Care Staffing Professionals to remain ahead of the curve in terms of trends and practices that may be necessary to avoid placing Care Staffing Professionals at risk of legal liability.

SCOPE: This policy applies to all Care Staffing Professionals employees when using the internet, electronic mail, or the intranet provided by Care Staffing Professionals and on behalf of Care Staffing Professionals. This Policy covers all Personal Information collected, processed, shared, or used by Care Staffing Professionals.

POLICY STATEMENT: Care Staffing Professionals aspires to be a trusted healthcare partner and a socially responsibly corporate organization. Our Code of Business Ethics contains fundamental principles and rules concerning ethical business conduct, including the recognition of the privacy rights and commitment to the protection of Personal Information of our personnel, clients, patients under our employees' care, and other persons whose Personal Information is shared with Care Staffing Professionals. As a healthcare organization, we have a specific responsibility to respect this commitment, as described in this policy and expressed in relevant data privacy laws.

Employees are expected to recognize if they are collecting, processing, sharing or using Personal Information. Employees must be aware of the general privacy requirements and principles that govern Personal Information and know when to escalate issues that may violate this policy or endanger the security of Personal Information to their supervisor.

Principles and Rules of Policy

A fundamental principle of Data Privacy requires that Care Staffing Professionals process Personal Information fairly and lawfully. When collecting and using Personal Information, consider how you would like to be treated by a company who is collecting your information and apply relevant laws, regulations and this Policy. Definitions are provided below for all terms.

Employees must:

- Collect and use Personal Information only with a legal justification, which may include the legitimate business interests of Care Staffing Professionals. For example, some Care Staffing Professionals guidelines or local laws may require explicit consent of the person concerned prior to collecting Personal Information (e.g., informed Consent for background check).
- Notify persons about how their Personal Information will be used prior to collecting the information.
- Collect only the Personal Information needed for a specific business purpose.
- Use Personal Information only for the specific business purpose described in the Privacy & Legal Notice or Consent form or in a way that the person would reasonably expect.

- Use Personal Information in ways that do not have an adverse effect on the person concerned unless such use is justified by law.
- Anonymize or Pseudonymize Personal Information when possible or appropriate.

Manage and Maintain Personal Information Responsibly

Responsible management of Personal Information is required to protect privacy rights and comply with Data Privacy laws.

Each Employee is accountable for compliance with Data Privacy obligations related to Personal Information. Employees, who collect, use and/or maintain Personal Information must take the appropriate steps to:

- Keep Personal Information accurate and up to date throughout the information lifecycle (i.e., from collection to destruction);
- Safeguard Personal Information so that it is not shared with others who do not have a valid business reason to access the information. For example, there would not be a valid reason for clinical research data to be shared with marketing employees for marketing purposes;
- Comply with Care Staffing Professionals information security policies and procedures when processing Personal Information;
- Prevent the misuse of Personal Information for a purpose that is not compatible with the original purpose for which it was collected;
- Ensure Traceability of Personal Information throughout its lifecycle;
- Keep Personal Information only as long as necessary for the specific purpose or as required by law. Consult your records retention schedules for specific timeframes for maintaining Personal Information; and
- Report any Data Privacy Breach to the Operations Division or supervisor.

Know how to disclose Personal Information to Third Parties and Other Care Staffing Professionals Affiliates

Personal Information may be shared with other Care Staffing Professionals affiliates, government agencies and Third Parties for legitimate business reasons or as otherwise allowed or required by law.

Employees who share Personal Information with Third Parties must obtain assurance that the Third Party has the ability and intention to protect Personal Information, consistent with the standards and principles contained in this policy. This may be done through Third Party due diligence, risk assessments, and/or a contract.

A Business Association Agreement is required whenever a Third Party is provided access to Personal Information in order to Process such Personal Information on behalf of Care Staffing Professionals. In addition, a similar agreement is required when one Care Staffing Professionals affiliate Processes Personal Information on behalf of another Care Staffing Professionals affiliate. These agreements may take the form of contracts between Care Staffing Professionals affiliates, or Care Staffing Professionals standard contracts with Third Parties. All agreements must include the Data Privacy principles and processing instructions.

Based on risk assessments conducted on Third Parties, appropriate technical safeguards (e.g., encryption) or other remedial measures need to be provided for by contract to ensure adequate protection of Personal Information.

Know how to transfer Personal Information across borders

In rare instances, the use of Third Parties will also involve the Transfer of Personal Information across country borders. Also, many business processes require the Transfer of data within Care Staffing Professionals.

When you Transfer Personal Information across borders to Third Parties you need to:

- Determine if you have a legitimate justification for the Transfer of Personal Information (e.g., valid business reason);
- Notify and receive consent from Operations Division;
- Follow local legal requirements (e.g., GDPR compliance, notice to the individual, notification to data protection authorities, use of contractual safeguards such as, e.g., EU model clauses).

Employees need to implement processes to ensure an appropriate and lawful response to persons who exercise their individual rights to

1. know what Personal Information is being Processed about them,
2. object to Processing, and/or
3. request correction, erasure or blocking of their Personal Information.

Employees who collect Personal Information or develop systems that hold Personal Information must ensure that these rights can be executed within a reasonable timeframe or as required by local law.

Training and Awareness

Employees must familiarize themselves with this Policy and any other privacy related Care Staffing Professionals documents developed by the Operations Division. Each Employee must participate in training that may be given from time to time.

Reporting Potential Misconduct/Non-Retaliation

Any Employee, who learns of a potential violation of applicable laws and/or this Policy, is required to report his or her suspicion promptly in accordance with the section of the Care Staffing Professionals Code of Business Ethics entitled “14. Prohibition Against Retaliation”.

Employees who report potential misconduct or who provide information or otherwise assist in any inquiry or investigation of potential misconduct will be protected against retaliation.

Breach of this Policy

Breaches of this Policy may lead to disciplinary and other actions up to and including termination of employment or contract (for Third Parties).

Standard Operating Procedures

If required due to more stringent local laws or regulations or if processing Personal Information covered by Care Staffing Professionals' policy, affiliate organizations should implement this Policy through local functional Standard Operating Procedures (“SOP”), guidance, or other

appropriate controls. Care Staffing Professionals policies and laws must be reviewed periodically or ad hoc to comply with changes in local laws and updated as necessary. The Operations Division is responsible for coordinating the development and distribution of such SOPs, guidance, or other controls to all Care Staffing Professionals divisions.

Responsibilities and Implementation

It is the responsibility of every Care Staffing Professionals supervisor to adhere to this Policy within his or her area of functional responsibility, to lead by example, and to provide guidance to those Employees reporting to him or her.

All Employees are responsible for adhering to the principles and rules set out in this Policy.

Definitions

“Personal Information” means all information that relates to a person where that person can be identified by you or others. In some cases, the person can be identified directly (e.g., your name or your photograph) or the person can be identified indirectly (e.g., a medical insurance number, your position in a company or by means of a study code assigned in a clinical trial). In some countries, Personal Information may also include information such as medical device serial numbers, biological samples, IP addresses or information relating to a company (“legal person”).

“Sensitive Personal Information” is a subset of Personal Information that requires a higher level of protection. Such information may include racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, social security or insurance information, criminal charges, conviction / sentence, or a person’s sexual orientation, or health information. Data elements that make up Sensitive Personal Information may vary by country and local law should be consulted.

“Anonymization” means the process by which Personal Information is irreversibly stripped of all identifiers and can no longer be linked back to the person. Once this is done, it is no longer considered Personal Information.

“Consent” means any freely given, specific, revocable and informed indication of the person’s agreement to the processing of his/her Personal Information.

“Explicit Consent” means that an individual is clearly presented with an option to agree or disagree with the collection, use, or disclosure of Personal Information and clearly indicates their choice.

“Privacy Notice” means an oral or written statement that individuals are given when Personal Information about them is being collected. The Privacy Notice describes who is collecting Personal Information, why Personal Information is being collected, how it will be used, shared, stored and any other relevant information of which the person should be aware. Oral notices may need to be recorded to establish evidence that notice was provided to the person and these requirements should be stated in local SOPs, if applicable.

“Pseudonymize” means replacing a person’s name and most other identifying characteristics with a label, code or other artificial identifiers in order to protect against identification of the person. Pseudonymized data is still considered Personal Information.

“Data Privacy Breach” means any unauthorized disclosure, acquisition, access, destruction, or alteration of, or any similar action involving Personal Information, or any other incident where the confidentiality of Personal Information may have been compromised.

“Traceability” follows the lifecycle of information to track all access and changes to Personal Information and locations of the Personal Information. It helps Care Staffing Professionals demonstrate transparency, compliance and adherence to regulations.

“Process” means any operation or set of operations performed upon Personal Information. This definition includes, but is not limited to, collection, recording, organization, storage, retrieval, use, disclosure, anonymization, pseudonymization or deletion.

“Third Party” is any person, including a legal entity, with whom Care Staffing Professionals interacts and that is not a Care Staffing Professionals company or Employee.

“Transfer” means any disclosure of Personal Information by someone other than the person to whom the personal data belongs. The term “Transfer” may include the physical movement of Personal Information or the provision of access to Personal Information.

Attachment

Internet Links

- Care Staffing Professionals Client Relations Management
(<http://www.carestaffingprofessionals.com>)
- Care Staffing Professionals HR Management System
(<http://www.carestaffingprofessionals.com>)

Additional Resources

Also see:

- EPP 3 – Harassment
- EPP 10 – Bring Your Own Device (BYOD)
- EPP 18 – Use of Social Media
- Code of Business Ethics