



Standards for Living. Quality of Life.

## PRIVACY POLICY

ORCA and the Retirement Home Complaints Response & Information Service are committed to maintaining the confidentiality and security of personal information. We protect personal information in accordance with relevant privacy protection legislation, public expectation, and internationally accepted fair information practices.

Our privacy policy provides rules for the collections, use, and disclosure, and retention of personal information in conformance with the Canadian Standards Association's Code for Protection of Personal Information.