



Records Retention and Destruction Policy

Approved By	Executive Management Team
Last-Approved	March 31, 2026 (next review to be within two years of this date)
Responsible Role	Chief Privacy Officer
Responsible Department	Chief Privacy Officer

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Records Retention and Destruction Policy

SECTION 1 - INTRODUCTION

1.1 Purpose

The purpose of this policy is to establish which records or information are to be retained, in what manner, for what length of time, and to set out procedures for the release and/or destruction of the records and information.

1.2 Scope

This policy applies to records and information for all programs and services at all JVS Toronto locations, including its internal business operations.

1.3 Definitions

Word/Term	Definition
Chief Privacy Officer	A member of the JVS Toronto management team who is appointed with the responsibility for managing the privacy policies, inquiries, compliance, complaints, breaches, investigations, resolutions, practice modifications and implementation on behalf of the organization.
Client Records or Files	All data, information, documentation and reports prepared by JVS Toronto relating to the service of individual clients, whether stored in hard copy or electronically. Client Records contain personal information.
Closed Client Records or Files	Client records for individuals who are no longer receiving active service and/or the service is considered complete.
Confidential Information	Refers to any personal or sensitive information that should remain confidential.
Personnel	Every individual working or volunteering at JVS Toronto including, but not limited to employees, managers, directors, senior management, casual and contract workers, volunteers, students, consultants, Board and Board Committee members, and third-party service providers.
Limitation Periods	A maximum period set by statute within which a legal action can be brought or a right enforced.
Non-Records	Administrative data or communications, transient memoranda, notes and memoranda having limited or short-term value or usefulness. Examples of non-records include draft client reports, draft budgets, copy of a staff letter. The generation and/or destruction of non-records occur at any time without having the need to consult this policy.
Personal Information	Under Personal Information Protection and Electronic Documents Act (PIPEDA), personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as: <ul style="list-style-type: none"> • age, name, ID numbers, income, ethnic origin, or blood type; • opinions, evaluations, comments, social status, or disciplinary actions; and • Employee files, credit records, loan records, medical records, existence of

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Word/Term	Definition
	a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs).
Personnel	This refers to anyone working on behalf of JVS Toronto including full-time, part-time, casual and other employees, volunteers including Board and Board Committee members, placement students, contractors or consultants.
Records	Documentation (hard copy or digital) that records a business dealing such as meeting minutes, memoranda, employment contracts, and accounting source documents. The records must be retrievable later for review as required.
Records Destruction	The destruction of records, following a records destruction process like the one outlined in this policy, when they are no longer needed for any legal, user, historical or other purpose; including hardcopy records that have been saved electronically.
Statutory Requirements	Statutes of law dictate how long to keep particular records.

1.4 Related Policies

1.4.1 Privacy Policies

1.4.2 Additional Policies

Code of Conduct Policy

Protection of Human Rights and Prevention of Violence and Harassment in the Workplace Policy

Internet & Email Policy

Mobile Device Policy

Password Policy

Whistleblower Policy

1.5 Legislative Context

Canada Revenue Agency

Canadian Institution of Chartered Accountants

Child and Family Services Act

Health Care Consent Act

Personal Health Information Protection Act (PHIPA)

Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act

The Mental Health Act

The College of Psychologists of Ontario

The Ontario College of Social Workers and Social Service Workers

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SECTION 2 - POLICY

2.1 Policy

Records are to be retained and destroyed in a manner consistent with the privacy principles outlined in this policy, in line with principles stated in the **JVS Toronto Enterprise Privacy Policy**, to safeguard the privacy of its clients, personnel, funders, donors, and stakeholders, and in relation to the following criteria:

- Retention period prescribed by various municipal, provincial and federal statutes;
- Retention period prescribed by an employee's membership in an association, college or other governing body such as those providing psychological services; and
- Other criteria as established by JVS Toronto.

JVS Toronto's Privacy Policies:

1. JVS Toronto Enterprise Privacy Policy
2. Business and Remote Office Privacy and Security Policy
3. Records Retention and Destruction Policy
4. Personnel Records Collection and Disclosure Policy
5. Client Records Collection and Disclosure Policy
6. Privacy Breach Policy
7. Privacy Complaint Resolution Policy

NOTE: The following section, "RESPONSIBILITY & PROCEDURE" represents best practices as determined by JVS Toronto, and is largely designed to provide guidance to designated JVS Toronto representatives. However, it is understood that, where appropriate, these representatives may adopt modified procedures in response to any given circumstance.

SECTION 3 – RESPONSIBILITY & PROCEDURE

3.1 All Employees

All JVS Toronto employees who collect personal and confidential information are responsible for its safety and security either at a JVS Toronto location, or at a remote or home office site.

JVS Toronto employees who remove files or documents from JVS Toronto are responsible to follow protocols detailed in the **Business & Remote Office Privacy & Security Policy**.

Retain records according to the **either Records Retention Schedule (Section 3.4) that is prescribed** by specific legislation or statute, or specified to meet the requirements of JVS Toronto. In no instance will documents be retained for any period that is less than that which is legally specified.

3.2 Records Retention

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3.2.1 On-Site Retention

All records containing personal or confidential information are kept on-site for a period outlined in the **Records Retention Schedule** (Section 3.4).

Files and documents containing personal or confidential information are to be securely stored in locked file cabinets or drawers when not in use.

The following files will be kept in locked fireproof filing cabinets while stored on-site.

- Audit statements
- Incorporating documents
- Individual payroll files (employees and non-employees)
- Insurance documents
- JVS Toronto employee files
- Minutes of meetings of Board of Directors and of members
- T3010 returns

3.2.2 Off-Site Storage

JVS Toronto utilizes the services of an off-site facility (currently Iron Mountain) for storing files when they no longer need to be maintained at a JVS Toronto location. Managers are responsible for ensuring that files are shipped to Iron Mountain for storage after the requisite period of time as detailed in the **Records Retention Schedule** (Section 3.4).

Managers should follow the **Iron Mountain Transmittal Instructions** can be requested from the Facilities Manager.

Files should not be maintained on-site for a period longer than that noted in the **Records Retention Schedule** (Section 3.4) except for exceptional circumstances, such as ongoing legal action or program and/or funder requirements.

All records being stored off-site should be clearly labeled with the following information.

- Department Name and Number
- Tracking Number (Iron Mountain barcode)
- Type of information or data contained within
- Requested date of destruction

The information provided will aid in file recall (if needed) and file destruction. Should a file need to be retrieved, the Iron Mountain Retrieval Instructions should be followed.

The Facilities Manager is responsible for maintaining the agency master list of files being stored off-site and destroyed files. This list includes requested and actual destruction dates.

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3.2.2 (a) Closing Client Files

Before shipping client files off-site, the files must be closed. Files should be closed when a client is no longer receiving JVS Toronto services. Reasons for an individual to no longer receive services can include, but are not limited to:

- Program completion;
- Program withdrawal;
- Program cancelation; and
- Inability to contact the client.

When a client file is deemed as closed, it should be physically separate from active client files and assigned a destruction date.

3.3 Records Destruction

3.3.1 On-Site Records Destruction

There are limited records that will be stored exclusively on-site (see **Records Retention Schedule Section 3.4**). When such records have reached the end of their retention period, the material should be disposed of in a secured manner (i.e. shredded). A list of what information has been destroyed will be maintained by the department's manager.

3.3.2 Off-Site Records Destruction

After their complete retention period, records are to be destroyed. Records are eligible when:

- Retention periods have expired;
- All audit requirements have been satisfied;
- There are no pending requests for information; and
- There is no reasonably foreseeable litigation involving the records.

The Facilities Manager will initiate the destruction process twice a year.

After identifying records ready for destruction, he/she will:

1. Send out the list of records eligible for destruction to JVS Toronto managers. Managers are responsible for ensuring that the circumstances for the file have not changed and that the file should still be destroyed.
2. Send confirmation to off-site storage company for record destruction.
3. Create and keep a list of the files that has been destroyed, noting the date of and reason for destruction of the information.

The Facilities Manager is responsible for maintaining the agency master list of files being stored off-site and destroyed files. This list includes requested and actual destruction dates.

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3.4 Records Retention Schedule

JVS Toronto’s Records Retention Schedule is designed to support effective management of JVS Toronto’s recorded information. JVS Toronto’s Retention Schedule specifies how long specific records should be kept, where they should be retained, and whether they should ultimately be destroyed. They apply to all records, regardless of format, in all locations.

A retention schedules is a key component of a comprehensive records management program that support the administration and operation of JVS Toronto by:

- Limiting unnecessary records accumulation;
- Assisting in identifying and retrieving needed information;
- Supporting cost-effective use of office space and storage facilities;
- Guarding against premature destruction;
- Assisting with legislative compliance; and
- Assisting in identifying and preserving records of historical value.

The following table summarizes JVS Toronto’s records retention requirements. This schedule meets or exceeds the retention periods outlined in related legislations.

3.4 (a) Client Files

Type of Record	On-Site Retention Period	Off-Site Retention Period	Full Retention Period
Client files - adult clients for programs other than Psychological Services	One year from when the file was closed.	Six years	Seven years from when the file was closed.
Client files – child clients (under 18 years old) for programs other than Psychological Services	One year following the day the client became eighteen.	Six years	Seven years from when the file was closed.
Client Files - adult clients for Psychological Services	Five years from when the file was closed.	Five years	Ten years from when the file was closed.
Client files – child clients (under 18 years old) for Psychological Services	Five years following the day the client became eighteen.	Five years	Ten years following the day the client became eighteen.
Client records - individuals with substitute decision makers	One year after file was closed.	Seven years after the individual is able to give consent or in perpetuity.	Seven years after the individual is able to give consent or in perpetuity.

Note: Any electronic records related to client issues (including, but not limited to emails and electronic voicemail) of current or departed JVS Toronto employees should be printed and included in the file.

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3.4 (b) Financial Records

Type of Record	On-Site Retention Period	Off-Site Retention Period	Full Retention Period
Audited statements	In perpetuity	N/A	In perpetuity
Agency pension yearly summaries – hard	In perpetuity	N/A	In perpetuity
General financial records (soft and hard) including tax receipts for regular donations, and accounts payable, accounts receivable, general ledger and banking records	Three years	Four years	Seven years
Incorporating documents	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked	N/A	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked
Insurance documents	Seven years	N/A	Seven years
Individual payroll/pension files – employees in pension program	Until not in pension program	Two years	Until not in pension program plus two years
Individual payroll/pension files – employees <i>not in</i> pension program	Three years after not employed by JVS Toronto	In perpetuity	In perpetuity
Individual payroll files – non-employees (i.e. clients and students)	Three years	Four years	Four years
Long-term donations and endowments	As denoted in the agreement	N/A	As denoted in the agreement
Minutes of meetings of Board of Directors and of Members	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked	N/A	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked
Payroll registers – hard copies	Three years	Four years	Seven years
Payroll registers – soft copies	In perpetuity	N/A.	In perpetuity
Tax receipts copies –	Two years	N/A	Two years

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Type of Record	On-Site Retention Period	Off-Site Retention Period	Full Retention Period
development department			
T3010 Returns	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked	N/A	For as long as the charity is registered plus two years after the charity is dissolved or registration is revoked

3.4 (c) JVS Personnel Files

Type of Record	On-Site Retention Period	Off-Site Retention Period	Full Retention Period
Personnel Records (not including Volunteers)	Three years after termination	Four years	Seven years after termination
Volunteer and Student Records	Four years after termination	Three years	Seven years after termination

3.4 (d) Complaint Forms

Type of Record	On-Site Retention Period	Off-Site Retention Period	Full Retention Period
Customer Service Complaint Forms	Seven years after incident	N/A	Seven years after incident
Privacy Complaint Forms	Seven years after incident	N/A	Seven years after incident

Documentation of privacy complaints, investigative efforts, and complaint disposition is considered administrative information and will be maintained in administrative files of the executive office for at least seven (7) years. Documentation of privacy complaint information will not be included in a client or personnel file.

Failure to comply with the practices, processes and conduct outlined above may result in disciplinary action up to and including termination of employment and/or the individual's relationship with JVS Toronto.

3.5 Supporting Documentation

Name	Location	Document Type
Iron Mountain Transmittal Instructions	JVS Insider	PDF
Iron Mountain Retrieval Instructions	JVS Insider	PDF
Iron Mountain Blank Transmittal Form	JVS Insider	PDF

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SECTION 4 – GOVERNANCE

4.1 Policy Owner

Policy Owner	Chief Privacy Officer
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4.2 Version Control And Change History

Version Number	Approval Date	Approved by	Amendment
Version 9	April 2, 2026	EMT	This policy was reviewed as part of its review cycle, for consistency between the document headings and the index. Minor wording additions made.
Version 8	n/a	n/a	This policy was reviewed on August 19, 2019 to specify that the Manager, Business Analysis fulfills the Chief Privacy Officer role (Responsible Role & Policy Owner).
Version 7	n/a	n/a	This policy was reviewed and edited for wording additions on August 10, 2018.
Version 6	n/a	n/a	This policy was edited on November 14, 2017 to change the position responsible for the Chief Privacy Officer
Version 5	n/a	n/a	This policy was reviewed on December 22, 2016 and minor wording changes were made to reflect staffing changes and currently used internal terms.
Version 4	n/a	n/a	This policy was reviewed and edited on March 20, 2014 during the Imagine Canada accreditation process.
Version 3	n/a	n/a	This policy was reviewed and edited for wording consistency on June 26, 2013.
Version 2	October 11, 2011	EMT	This policy has been developed as part of a full agency policy review.
Version 1	March 22, 2011		