

## Article 10: Information and Confidentiality

### 10.1

#### Access to Member's

#### Files and Accounts

Members have the right to see their own personal files and financial accounts during co-op office hours. Members may have to make an appointment. If any member believes that there is an error in their personal file or accounts, co-op staff should try to correct the problem. If staff does not think there is a mistake, they should explain the record to the member. If the member is still not satisfied, the member can take the matter to the board by sending a letter to the board or going to a board meeting.

Members can put written statements in their files.

### 10.2

#### Confidentiality of

#### Board and Committee

#### Business

(a) Sometimes directors or committees discuss confidential matters. All directors and committee members must keep these matters secret, even after they are no longer directors, members of the committee, or members of the co-op.

Confidential matters are

- personal and financial information about members and other residents
- personal information about co-op employees, and
- information about co-op business which should be kept secret to protect the co-op.

- (b) Officers, employees or members sometimes learn confidential information. They must keep that information secret and not pass it on to anyone else.
- (c) When the board discusses confidential matters, the minutes of these discussions must be kept in a separate section of the minute book. Only board members can see the confidential minutes.
- (d) Directors must decide which items are confidential. They should remember that members have the right to be fully informed about the co-op's business. They must have a good reason for keeping something confidential.
- (e) Confidential or other personal information may be made available to the board as stated in the Occupancy By-law.
- (f) Directors and committee members should sign a confidentiality agreement. The co-op can use the sample agreement form that is attached to this By-law as Schedule D.