

# Delivery of Community and Human Services Standard Checklist

Use this checklist to guide your organization in implementing CAN/DGSI 100-11:2025 The Data governance – Part 11: Delivery of community and human services standard to strengthen your organization’s data governance:

## 1. Governance & Oversight

- Assign a designated Data Governance Lead or committee.
- Develop a Data Governance Plan outlining policies and responsibilities.
- Integrate equity principles for inclusive and responsible data governance and oversight.

## 2. Data Collection

- Obtain informed consent from individuals before collecting their data.
- Define clear objectives for data collection to minimize unnecessary information.
- Use secure, ethical, and inclusive collection methods.
- Provide transparency on how data will be used, stored, and shared.

## 3. Data Storage & Security

- Choose a secure storage method (physical, cloud-based, or hybrid) and be clear on the legal jurisdiction it falls under.
- Encrypt sensitive data and apply access controls.
- Establish a data retention and deletion policy to comply with legal requirements.
- Conduct regular security audits and risk assessments.
- Implement multi-factor authentication (MFA) for access to sensitive data.

## 4. Data Access & Use

- Define who can access which data based on role-based permissions.
- Train employees, volunteers and the board in privacy and security best practices.
- Ensure data is de-identified wherever possible before use.

- Establish a process for data accuracy and correction.
- Maintain logs of data access and usage for accountability.

## **5. Data Sharing & Publishing**

- Identify when and why data needs to be shared.
- Require data-sharing agreements with third parties.
- Use secure channels for data transfers.
- Ensure all shared data is de-identified unless legally required.
- Clearly communicate data-sharing policies with stakeholders and the community.

## **Final Steps**

- Ensure all policies and processes align with privacy laws and sector standards.
- Regularly review and update the Data Governance Plan.
- Engage community members and stakeholders in data governance discussions.
- Monitor emerging trends and risks to enhance data practices over time.