

Human Synergistics - Privacy Statement

Human Synergistics Canada is a privately held consulting firm, dedicated to strengthening organizations through individual development. We believe that one of the most effective ways to help people develop and grow is through training, combined with feedback on performance.

We gather feedback through assessments or questionnaires. These are completed by the focal individual, often in conjunction with feedback by significant others. In order for process to work, the assessments need to be accurate and valid. In order for the assessments to be accurate, those completing them need to be totally honest. We know that people will be hesitant to provide honest feedback, if they feel their answers might become known to the focal individual or to other members in the organization.

One of the reasons that organizations choose Human Synergistics to provide them with assessments is because they want an independent third party to develop and administer assessments that are accurate, valid and reliable and will ensure the anonymity of the raters.

We, at Human Synergistics Canada ensure your privacy in a number of ways. Whether you are the person being assessed (called “focal individuals”) or the one assessing others (called “raters”) we are morally committed to ensuring your privacy.

Protecting the Privacy of Focal Individuals

As a focal individual, you will receive detailed feedback about yourself, based on the way you answered one of our questionnaires. In many cases, your feedback will be based on how others perceive you. You will receive this report sealed in a plastic wrap that we at Human Synergistics Canada have provided. We send the reports either to an independent third party consultant hired by your organization or directly to your organization for distribution. (When sent to your organization, it is always to someone at “arm’s length” (such as Human Resources Department) to ensure privacy.

In either case, we will not provide anyone inside your organization with a copy, in whole or in part, of your report. For those organizations that want to use your report for determining training needs, we suggest they purchase a group report of three or more individuals.

For those organizations that use an independent, third-party consultant; we will if requested, provide a copy of your report to enable them to be prepared for one-on-one consultation. In such cases, you should have been warned prior to agreeing to be part of the program and prior to starting to complete the assessment. As well, we insist that the consultant adheres to our privacy policy and does not provide your organization with copies of your report. (Failure to comply could lead to that consultant being removed as a supplier of our products.)

If your organization is conducting in-house programs facilitated by an employee of the organization, we will send your report for distribution to that employee, provided he/she is at “arms length”, such as a Human Resources Professional. That person should be distributing your report sealed during the program. While discussing your personal profile with the facilitator, it is advisable to share your results—but not mandatory.

If you have received an electronically produced report from us, please understand that no one at Human Synergistics Canada has read your report. The person doing the scoring and printing will randomly conduct a print quality check to ensure your report is readable.

We will keep a record of your report on our system in case you or your organization wishes to do a comparison report in the future. Our system is very secure, with several safeguards built in to ensure privacy.

Protecting the Privacy of Raters

If you are requested to complete a questionnaire on a colleague or one about the organization, you should understand that we, at Human Synergistics Canada take several steps to ensure your anonymity. First and foremost, your responses will be combined with at least four other individuals to produce a group summation for any organizational survey. We will not produce a report where fewer than five individuals have responded.

For a 360 assessment on a single participant, the minimum number of individuals is three. The only exception to this rule is if you are the focal individual's direct superior and have given approval that the individual can receive individual feedback from you.

Some subordinate raters are concerned about how their supervisor will react back on the job if (s)he receives a poor rating from a group of subordinates. They are coached to view this feedback as a gift from their raters. They are also coached to understand that they are the only ones who will see the report. If however, you have received unfair treatment from a supervisor because of the way you answered the questionnaire, you should discuss your concerns with your Human Resources Department. Other raters are concerned about how the organization is going to deal with a colleague who receives a poor report. Please review the privacy statement in the above section titled, "Protecting the Privacy of Focal Individuals".

Your Rights as a Rater (360's Assessments)

When we ask raters to provide information for another person or for an organization, that individual has the right not to complete that assessment. Not only do they have this right, but also the right not to complete without harassment. For this reason, Human Synergistics will not supply the names of individuals who have not completed an organizational questionnaire or one on another individual. You should know however, that our assessments are designed to help leaders and organizations grow and develop. Serving as a rater will only help this process and thereby improve the environment in which you work.

Of course we cannot provide any such guarantees on self-completed assessments. If your organization has asked you to complete a questionnaire on yourself, they will know you did not complete it on the due date because there will be no report.

In summary, Human Synergistics Canada is interested in "strengthening organizations through individual effectiveness". We believe in employee development – not punishment. As such, we will take every reasonable measure to ensure the privacy of our reports.