



## PRIVACY STATEMENT

### **Your Privacy is Important**

At Woodview, we are committed to meeting the highest ethical standards with respect to the collection, use, security and disclosure of your personal information. We are committed to meeting or exceeding the privacy standards established by relevant legislation, including Ontario's Personal Health Information Protection Act (PHIPA).

### **The Information We Collect**

The types of personal information we collect may vary depending on the individuals involved and the nature of their relationship with Woodview. For service participants, we collect personal and health information that may include name, address, date of birth, health card information, and personal/family information (related to assessment, counselling, treatment and support services). For donors, we collect names and addresses.

### **How We Use the Information**

The use of information may vary depending on the individuals involved and the nature of their relationship with us. For example:

- To provide assessment, counselling, treatment and support services.
- For quality assurance purposes, including feedback on how effective and helpful our services have been, to allow us to improve our services.
- To comply with all legal and regulatory requirements.
- To contact individuals regarding upcoming events, activities, and programs that may be of interest.
- For Woodview fundraising purposes.

We may use anonymous information for research and program evaluation purposes, and for education and professional development of our staff. If we need to use your specific information, or to identify you in any way, we will only do so if we have your permission and consent.

For donors, personal information may be used:

- To issue charitable tax receipts and acknowledge donations.
- To share information regarding upcoming events, activities, and programs that may be of interest.
- For future Woodview fundraising purposes.

### **How We Share the Information**

We do not share your personal information with anyone outside of Woodview or our agents (e.g. consultants, legal counsel, or our accrediting agency) without your consent. We share information with other professionals, hospitals, agencies and schools who are involved in the care, education and treatment of service participant only when the parent/authorized caregiver (of child under the age of 12) or the service participants (age 12 and over) provides formal consent for us to do so.

The only exceptions are for legally necessary disclosures when we are ordered by subpoena or when, in situations of suspected abuse, neglect, or imminent harm, we are required to notify authorities.

### **Safeguards and Security**

All agents of Woodview, including staff, volunteers, directors and accrediting agencies are bound by an oath of confidentiality with respect to personal information obtained in the course of their work with our agency. This oath is taken when they first become involved with Woodview and continues in effect indefinitely.

We store personal information in paper or electronic files. We protect these files through physical and electronic security measures appropriate to the nature of the information, and we allow access only by authorized personnel.

### **Retaining of Personal Information**

We keep all service participant files and personal information in secure storage for twenty (20) years after the client's discharge or in accordance with any minimum retention period that is established by law. Client records may be stored off-site with an agent under contract to provide secure and confidential record storage.

### **Destruction of Personal Information**

When service participant information is to be destroyed, Woodview will use safeguards to ensure secure destruction, including entering into a written agreement with an agent retained for the purposes of destruction of client records, which will require the agent to confirm in writing that secure destruction has occurred in accordance with our specifications.

### **Accuracy of Personal Information**

We use advanced technology and well-defined practices to ensure that personal information is processed promptly, accurately and completely. We depend on you to advise us of any changes to your personal information and we will correct any information that is found to be incorrect or incomplete.

### **Your Access to Personal Information**

As a service participant at Woodview, you have the right to access your personal information and to correct the information if it is shown to be inaccurate. We have specific policies and procedures concerning access and disclosure of personal information. During the course of ongoing service, your worker(s) will provide you with copies of important reports and documents. You may also request access to your information by making a written request to the Program Manager, to the Director, or to Woodview's Privacy Officer. If you request copies of reports or information in your file, you may be required to pay a fee, depending on the nature and extent of the information requested.

### **General**

At Woodview, we review policies and procedures on an ongoing basis and may revise these from time to time. If these revisions significantly change the way we use, maintain or disclose previously collected personal information, we will inform you and obtain your consent where required.

### **Questions/Concerns**

If you have questions or concerns about Privacy at Woodview Children's Centre, please contact:

Director of Quality Improvement  
Privacy Officer/Health Information Custodian  
Woodview Mental Health & Autism Services  
69 Flatt Road  
Burlington, ON L7R 3X5  
905-689-4727

For additional information on Privacy in Ontario, please contact:

Information & Privacy Commissioner, Ontario  
80 Bloor Street West  
Suite 1700  
Toronto, ON M5S 2V1  
416-326-3333  
commissioner@ipc.on.ca