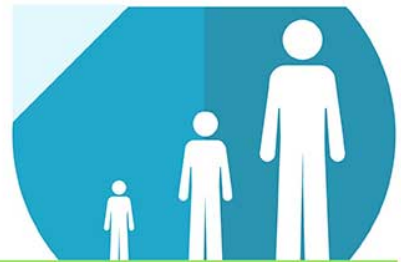


# YOUR PRIVACY

## CATULPA COMMUNITY SUPPORT SERVICES PRIVACY STATEMENT FOR PERSONS AND FAMILIES SERVED

You have the right to privacy, accuracy and the secure keeping of your personal information when collected by Catulpa Community Support Services.



### THE TYPE OF INFORMATION WE COLLECT

Catulpa CSS only collects the information we need to provide you with the best services for you. We may also get information from other agencies or service providers with your permission.

We will tell you how we will collect and use your information. For example-the development of your service plan, legal requirements, audits or referrals to other agencies for you.

The information we collect can include things such as your date of birth, your reason for referral and personal and family history, among other things, depending on your service needs.



### GIVING YOUR CONSENT TO SHARE

Your information will be kept private except when you consent that it can be shared, or the law says it must be shared. You may change consent at any time.

**Express Consent** is when we ask you to sign a form for your consent to share. The **Consent Form** allows us to share with other professionals involved with you.

**Implied Consent** happens when you agree to be referred to another service. Your information will be given to those providing you that service.



### REVIEW

### COMPLAINT

### CONTACT

To review or correct your information, contact the Catulpa Privacy Officer in writing. You will receive an answer within 30 days.

To make a complaint about how your information has been handled, contact the Catulpa Privacy Officer in writing. You will be told the investigation result.

**Catulpa Privacy Officer: Lesley Watts**  
**Catulpa Community Support Services**  
**165 Ferris Lane, Barrie ON L4M 2Y1**  
**[privacy@catulpa.on.ca](mailto:privacy@catulpa.on.ca)**