

Catulpa Community Support Services

Notice of Information Practices and Privacy Statement – Abbreviated

Ontario has laws that protect your personal information relating to services that you receive from us. We are required to keep your personal information safe and secure. You have the right to know how we may use and share your information, and how you can get access to it. We are committed to promoting privacy and protecting the confidentiality of the personal information we hold about you.

PERSONAL INFORMATION WE COLLECT AND HOW WE USE IT AND DISCLOSE IT

Our records may include information collected to provide services to you including for example: referral information, assessments, correspondence, application forms, individual support plans, and case notes recording details of person served/worker activities and conversations.

We collect, use, and disclose (meaning share) personal information for purposes related to providing services.

We collect this information from persons served, their substitute decision-makers, or indirectly from third party sources with consent.

There are times when we do not need your permission to use or disclose your personal information. The law gives us permission to act without consent in those cases. But, in most situations you have the right to make your own information privacy decisions. When we need and ask for your permission, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so. Your choice to say no may be subject to some limits.

STORAGE OF YOUR INFORMATION

We use an electronic record management system where we maintain a record for each person served. The record includes the person's name, details of meetings with you and/or your family, the services you received, the programs you attended, and other personal information. When we dispose of personal information, we must do so securely.

SEE OR COPY YOUR RECORD

You have the right to see or have a copy of the personal information we hold about you that relates to a service provided to you. If you need a copy of your service records, please contact us in writing at: <privacy@catulpa.on.ca>. In rare situations, you may be denied access to some or all of your personal information about service (if you are denied, we have to tell you why).

We try to keep your personal information accurate and up-to-date. Please let us know if you disagree with what is recorded in your record. If you ask us to make a correction, we will make the change or otherwise we will ask you to write a statement of disagreement and we will attach that statement to your service record.

SAFEGUARDS

Your personal information is kept private and secure. Everyone here is bound by confidentiality. We have to protect your information from loss or theft and make sure no one looks at your information or shares your information if they are not involved in providing services to you or allowed as part of their job. If there is a privacy breach, we will tell you.

FOR MORE INFORMATION OR COMPLAINTS

If you would like to know more, please ask us for a copy of our ***Notice of Information Practices (Full version)*** or our ***Privacy Policy Overview***.

We encourage you to contact your Catulpa Worker with any questions or concerns you might have about our information practices. You can also reach our Privacy Officer by email, phone or in writing: <privacy@catulpa.on.ca>

You could also contact the Information and Privacy Commissioner of Ontario, who is responsible for making sure that privacy laws are followed in Ontario:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8
Phone: 416-326-3333 or 1-800-387-0073
TDD/TTY: 416-325-7539
E-mail: info@ipc.on.ca **Website:** www.ipc.on.ca