

The privacy of your personal information is important to us



Find out what we are doing to protect your privacy

The Youth Centre values the trust you have placed in us. The Youth Centre believes that it is important to protect your personal information. We will do our best to protect its confidentiality and security.

We will only collect information that is helpful for your care and program participation and share it with those who are responsible for your care and with other staff, as they may need to know.

We collect use and share personal information to:

- To provide clinical clients with primary care services and treatments;
- To provide counselling services to clients;
- To provide health promotion programs and services;
- To assess your health needs as a team of health and social service providers;
- To allow us to contact you;
- To communicate with and make referrals to other health care providers;
- To comply with any legal or regulatory requirements;
- To allow for chart audits to ensure that we are doing a good job; and
- For other purposes consistent with the purposes listed above.

Accountability

We are responsible for keeping your information accurate and up to date, to allow only authorized people to see your information and to always keep your information secure.

Identifying Purposes

We will explain to you why we ask for personal information and how we will use the information you give us.

Limiting Collection

We will only ask for information that we need to provide you with services and programs.

Consent

We will ask for your permission (consent) to collect, keep, use and share information with others. In some cases, we assume that you have given permission by giving us information necessary for a particular service or program. Providing us with your personal information is always your choice. You are free to limit the information that you share, or to limit those with whom we can share it. However, if you limit the information you share or allow us to use, or you limit or withdraw your consent, we may have to limit the services and/or programs we can provide.

Limiting Use, Disclosure and Retention

We will only use or share your personal information for the purposes, for which you gave it to us, unless the law otherwise requires us. We will keep your information for as long as you remain involved with The Youth Centre. After the required time frame for keeping documents we will make sure that your files are disposed of in a secure fashion.

Accuracy

We will keep your personal information as accurate, complete and up-to-date as possible. Please tell us if you have moved or your phone number has changed.

Safeguards

We will take steps to protect your personal information. We secure our files, our computers and other places where your information might be kept or used. We ensure that all our staff, students and volunteers have signed a confidentiality statement and have received training on the organization's policies and procedures to protect your privacy.

Openness

We will be happy to share information about our privacy policies and procedures. Please ask any staff member if you want more information.

Seeing the Information We Hold

You may ask to see the information we have about you. If you would like to see this information, please ask a staff member who will make arrangements. If you find that any of the information is not correct or that it is missing information, we would like you to tell us. If it is possible we will correct the information.

Handling Inquiries or Complaints

If you have any questions, comments or complaints about our privacy policies and procedures please contact our Privacy Officer who will make all efforts to address your concerns. However, if you are not satisfied with the response you may contact the Information and Privacy Commissioner in writing at 2 Bloor Street East, Toronto, Ontario M4W 1A8.

The Youth Centre's Privacy Officer is Susan Bland
who can be contacted at
5-360 Bayly Street West, Ajax, Ontario, L1S 1P1 905-428-1212