

Your file and your rights

Personal information we collect and why:

- We collect information about children and youth who may be at risk of harm or in need of our services. This includes your personal information and information about the important people in your life. We collect this information from you and your family members or from members of the community or other service providers (doctors, teachers, counsellors).
- This may include your date of birth, contact information, records of meetings with you and/or your family, the services you received, the programs you attended, details of your physical and mental health, medical, psychological or psychiatric reports, school information, allegations of maltreatment, court documentation, police involvement, criminal history, your views or opinions, the views and opinions of others about you and information about your identity that you agree to share.

What we do with your information:

- Information that we collect is documented in CPIN (Child Protection Information Network, a provincial information database). People who work at CAS have access to CPIN depending on their role. Everyone must keep your personal information confidential and we have rules around keeping your information secure and private. We have a Privacy Manual that you can ask to see if you have questions about what we do to keep your information secure.

Sharing your information with others:

- CASs share information with each other if necessary to provide services
- We may share information with other service providers if we have your consent, a court order, search warrant, or we are legally required to provide the information
- When we require consent, you may make your own decisions if you are capable and understand what you are consenting to. You may be capable of making some information privacy decisions and not others.

How can you access your information:

- People of any age can ask to see their personal information in their file.
- We may not be able to provide you with all the information you ask for because we may not be allowed to under the law – we will explain this to you

If you don't agree with information that is in your file:

- You can ask that information be corrected or information that is missing added

If your information is shared, lost, stolen or viewed by someone else when it shouldn't be:

- We will let you know if this happens and what we do to fix the problem
- You can also make a complaint to the Information and Privacy Commissioner
- You can learn more about making a complaint and get answers to questions at www.ipc.on.ca

If you have questions about how your information is handled, please ask your worker. If they are unsure, they can get answers for you. You can also contact the agency's Privacy Officer by phone 705.726.6587 / toll free 800.461.4236, OR by E-mail: privacy.officer@familyconnexions.ca