

## YOUR PERSONAL INFORMATION

Community Living Brant supports people in many types of programs and services. We respect the importance of maintaining privacy and confidentiality of your personal information.

### COLLECTING YOUR PERSONAL INFORMATION

We will ask you to tell us about yourself and what has been happening in your life. We will ask you how we can help, so that we can plan together for the supports you need. The things you tell us about your health, finances, family, friends, and services and supports are called "personal information". We collect personal information from you or from someone else (such as your doctor or another agency that is helping you). We keep your information on a computer database called AIMS and on paper in your file.



### SHARING YOUR PERSONAL INFORMATION



The law says that we must keep your personal information PRIVATE. This means that we will not share your information outside the agency, except where we have to, or know that you want us to. For example, with your permission, we may talk to someone helping you (such as a doctor or counsellor) so that we can plan together to provide better service to you. However, there are times when we may have to tell other people your information. Other legally authorized people (i.e. Police, Ministry Officials) may have access to a person's records as required by law. If you tell us you have been abused, the law says we have to report it to the Police.

#### USING YOUR PERSONAL INFORMATION

How we use your personal information:

- To make decisions about how we can help you;
- To teach students that may be working with us;
- If the law tells us we have to share information or other reasons, such as reporting abuse.
- Sometimes at Community Living Brant we need to share your information between programs to make sure you get the best supports.
- The amount of information we keep will depend on the program you get services from.

#### CONFIDENTIALITY AND SECURITY OF PERSONAL INFORMATION

- We will take all reasonable steps to ensure that the personal information we collect and keep is protected against theft, loss and unauthorized use or disclosure.
- In the unfortunate event that personal information is stolen, lost, or accessed by someone outside of our agency, we will inform you at the first reasonable opportunity.
- Please ask us for a copy of our **Privacy of Information and Confidentiality Policy**, which explains the steps we take to protect your personal health information.

## YOUR ACCESS TO INFORMATION

You have the right to see your personal information and to get a copy of it, by asking us. You also have the right to ask for a correction if you believe your information is inaccurate or incomplete, and you can do so by contacting your assigned worker. Please note that there are circumstances where you may not be able to access your information, and reasons will be given if these circumstances exist.

### HOW TO CONTACT US

If you have concerns with the way your information is collected, documented or shared, please talk to a staff you trust or the program Supervisor. You can also follow the steps in the **Complaints Procedure**.