

Notice of Information Practices

Ontario has a law that protects your personal information relating to services that you receive from us. We are committed to promoting privacy and protecting the confidentiality of the personal information we hold about you and the services you have received. We are required to follow the privacy rules under the *Child, Youth and Family Services Act, 2017*. We are required to keep your personal information safe and secure. You have the right to know how we may use and give out your personal information and how you can access to it.

MANDATE OF CHILDREN'S AID SOCIETIES

Children's Aid Societies have the exclusive mandate to provide child protection services in Ontario. Children's Aid Societies work to promote the best interests, protection, and wellbeing of children, youth, and families. Every Children's Aid Society in Ontario is responsible for a specific jurisdictional area, and at times Children's Aid Societies work together to fulfill their mandate.

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

Our records may include personal information collected to provide services to you including: 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, financial information, employment history, allegations or findings of child maltreatment, court documentation, police interventions, criminal history, your views or opinions, the views and opinions of others about you, and information about your race, ancestry, place of origin, ethnic origin, citizenship, family diversity, disability, creed, religion, age, sex, sexual orientation, gender identity, gender expression, cultural or linguistic needs, marital, or family status.

We collect, use, store, and disclose (share) personal information to:

- investigate allegations that children may be in need of protection and, where necessary, protect children;
- assess, reduce or eliminate a risk of harm to a child or serious harm to other person or group of people;
- provide services to children and their families for protecting children or for the prevention of circumstances requiring the protection of children;
- provide care for children and supervise children under our supervision;
- assess and approve homes for children who cannot live with their families;
- place children for adoption;
- plan and manage services;
- aid a law enforcement agency investigation;
- receive payment or process, monitor, verify or reimburse claims for payment;
- detect, monitor or prevent fraud or any unauthorized receipt of services or benefits;
- provide appointment reminders;
- seek consent (or consent of a substitute decision-maker) where appropriate;
- conduct risk management, error management, and quality improvement activities;
- service recipient surveying;
- dispose of identifiable information;
- respond to or initiating legal proceedings;
- conduct research (subject to certain rules);
- compile statistics;

- report to the government as required by law;
- allow for the analysis, administration and management of the children's aid system;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

In child protection cases, we collect information about children who may be at risk of harm or in need of our services. This includes the personal information of the child and important people in the child's life. We collect this information from children, their families, or indirectly from members of the community or other service providers.

We also collect personal information about caregivers and those who seek to provide care to children in need, such as foster parents, adoptive parents, and members of a child's extended family. We collect most of this information directly from those individuals.

Our collection, use, and disclosure (sharing) of personal information is done in accordance with Ontario law.

OTHER CHILDREN'S AID SOCIETIES

Children's Aid Societies share information with each other to better protect children. Information collected by one Children's Aid Society may be provided to other Children's Aid Societies when the other Children's Aid Society needs to know the information to provide child protection services under the *Child, Youth and Family Services Act, 2017*.

SERVICE PROVIDERS

Service providers are persons or organizations who assist Children's Aid Societies to deliver services to children and families. We share only the information that is necessary for service providers to deliver and administer these services.

OTHER THIRD PARTIES

Sometimes we receive requests for information from third parties, such as the police, government agencies, and people involved in court cases with our service recipients. We only give personal information about service recipients to third parties if:

- we have the individual's consent;
- there is a court order, search warrant, or urgent demand for records requiring disclosure; or
- we are legally permitted or required to provide the information.

YOUR CHOICES AND WHO DECIDES

We do not need consent to fulfill our primary role as a child protection agency, to protect children, where we are required by law to collect, use, and disclose (share) personal information. For example, we do not need your permission to meet our child protection obligations or to share your personal information to keep you or someone else safe (i.e.: assess, eliminate, or reduce a risk of serious harm).

There are other situations where you have the right to make your own information privacy decisions. When we require 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.

When there is a right to consent, you may make your own decisions if you are capable. You may be capable of making some information privacy decisions and not others. If you are not capable – you will

have a substitute decision-maker who will make your information decisions for you. Who can act as a substitute decision-maker, and what they have to do, is also set out in the law.

For children, there is no legal age when you become able to make your own decisions about your personal information. If you are capable, you can make your own decisions. However, if you are under the age of 16, there are some additional rules to know:

- If you are not capable, your parent(s) or other official guardian will make decisions for you as your substitute decision-maker.
- If you are capable, you will make your own decisions.
- If you are capable, your parent(s) or guardian will also be allowed to make some decisions about your personal information service records. But they will not be able to make decisions about any records about treatment or counseling to which you alone consented.

HOW WE RETAIN AND DISPOSE OF INFORMATION

The Child Protection Information Network (CPIN) is a provincial information management system used by Children's Aid Societies. CPIN is the primary tool for storing information needed to deliver child protection services.

CPIN contains information about children and their families who receive child protection services. It also contains information about caregivers and those who seek to provide care to children in need, such as foster parents, adoptive parents, and members of a child's extended family.

In CPIN, information is stored in person, case, and provider records that are designed to hold the unique information for each service. Person, case, and provider records are linked when appropriate to create an overall picture of a client's or caregiver's child protection services.

We also have some older paper and electronic case files that predate CPIN and are stored in our agency's legacy systems. We keep the information collected because it might be necessary in the future to assess child safety. We also keep the information because former service recipients may ask to see their records.

When we dispose of personal information, we do so securely.

SAFEGUARDS

Your personal information must be kept private and secure. Everyone at Children's Aid Societies are bound by confidentiality. We must protect your information from loss or theft, and make sure that only people who are involved in providing services to you, as part of their job, can access your information. If there is a privacy breach, we will tell you, as we are required by law to tell you.

This applies equally to what we enter into CPIN and other electronic information systems, as well as paper or electronic copies of records, reports, financial records, administrative notes, voice messages, text messages, and emails (including on laptops and cell phones), and any other ways personal information can be recorded.

ACCESS AND CORRECTION

With limited exceptions, you have the right to access 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 visit the Requesting Information section on our website www.yorkcas.org.

In rare situations, and in accordance with the law, you may not be able to access some or all of your personal information about service that was provided to you.

We try to keep your personal information accurate and up-to-date. Please let us know if you disagree with what is recorded, and 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.

FOR MORE INFORMATION OR COMPLAINTS

If you would like a copy of our Privacy Policy, please ask us for a copy. If you have any questions or concerns about our information practices, we encourage you to ask your case worker to find out more about privacy and your family.

If your privacy questions have not been answered or issues not resolved to your satisfaction, you have the right to make a formal privacy complaint in writing to our Privacy Officer at privacy.officer@yorkcas.org.

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to 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
Fax: 1-416-325-9195
E-mail: info@ipc.on.ca
Website: www.ipc.on.ca