

**Collection of Personal Information**

Rosalie Hall's privacy of client information practices fall under the Personal Health Information Act, 2004 (PHIPA) because some of our services are "mental health" services. We extend our privacy approach to all the services we provide.

We collect personal information about you directly from you or from the person acting on your behalf. The information that we collect may include, for example, your name, date of birth, address, health history, and information about other services that you have used. We collect personal health information about you from other sources if we have obtained your consent to do so, as the law permits.

**Uses and Disclosures of Personal Health Information**

We use and disclose your personal health information--with your knowledge and consent:

- when you agree to register and participate in one of our programs or services
- for assessment of your needs and interests
- to plan with you for the services you wish to receive
- to monitor the progress in working with you toward your goals
- to communicate within the multidisciplinary team who provide services to you
- we may use your information without your name or identity to evaluate our services, staff training, or to conduct research. You will be asked for your permission if your comments or information were to be identified for these purposes; this may include external reviews of our services (such as the accreditation of the quality of services)

We may also be required by law to disclose information, for example,

- to comply with legal and regulatory requirements,
- if there is a serious threat to you, a child or others
- or a court legally subpoena's information

**Your Choices**

You may access and correct your personal records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

**How to Contact Us**

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at our office or speak to "your worker" (if you have one).

Our privacy contact person to review any unresolved complaints or concerns is the Manager of Finance and Administration. Subsequently, our Executive Director can review how our staff have followed procedures.

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

Information and Privacy Commissioner/Ontario  
 2 Bloor Street East, Suite 1400  
 Toronto, Ontario M4W 1A8

Phone 416-326-3333 or 1-800-386-0073

Pour joindre l'agente des communications bilingue, veuillez composer le (416) 326-4804.

**Important Information**

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy practices.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.