



Your Right to Privacy

Information for Clients and Caregivers

We will protect the privacy of all the information you give us

Peel Children's Centre (Peel) is an accredited, not-for-profit, charitable organization. We provide high quality mental health services for children, youth and their families who are experiencing, or may experience, serious emotional difficulties.

The information you give us about yourself and your family is important to our work. It is important to the treatment you may receive and to any study you or your family may be taking part in.

To provide the best service possible, we need to collect and use information about you and your family. We promise to make sure that all your information is kept private and secure.

This booklet explains why we collect information about you and your family, and how we use it.

To learn more about how Peel protects the privacy of your information, call our Privacy Officer at 905-795-3500 ext. 2647.

How we use your information

We have rules, set out in a policy, about keeping your information private. We also have a Privacy Code that is based on the law. You may request a copy of our Privacy Code.

We collect basic information about you and your family so that we can provide the best service possible. We also collect information for our records, as the law requires us to do so.

Your information is given to your clinician, other professionals involved in your treatment, and students who are part of your treatment team. This information helps us find out what your concerns are. It also helps us provide the best treatment for you and your family, and it helps us track your progress in treatment.

Sometimes the information we collect may be used as part of a study to help us make children and youth healthier. It may also help us improve the way we run our organizations and the quality of service we give.

At times we may use your name and address to send you a client feedback survey by mail and ask you to complete it. Your feedback from the survey helps us improve the services we offer.



Who can look at your information

When you seek mental health services from us, we assume that we have your permission to collect, use and share your personal health information among the health care providers who provide or assist in providing health care to you.

We give your information to only those people who need it for their work. We also give your information to those who have a right to it by law. These are the people who may see your information:

- you, or the person responsible for making decisions for you,
- your clinician and other members of the treatment team who are part of our organizations,
- your other health care providers (e.g. family physician) outside the organizations so they can provide you with ongoing health care and follow-up,
- students and others training at our organizations,
- staff doing approved studies who do not need specific information that identifies you as a client,
- people who have a contract to provide services to our organizations, and
- other people, if you agree and provide written consent, or when the law requires it.

In some circumstances, you can tell us not to share some or all of your personal health information with other people who provide or assist you with health care. If you choose to limit how much of your personal health information we can share with your other health care providers, you should be aware that when we give out your personal health information to them, we are required to tell them when we think the information is incomplete, including when we think the missing information could affect your health care.

We are allowed or may be required to use and/or give out some of your personal health information without your consent in some situations. Some examples are:

- when we suspect certain types of abuse,
- to reduce a significant risk of serious bodily harm to a person or to the public,
- in an emergency where the life, health, or security of an individual is threatened,
- to assist professionals who do health research, as long as strict privacy requirements are met, and
- for a legal proceeding, or to obey a court order or another legal requirement.



Your rights and choices

Seeing your information

You have a right to see your personal health information and to get a copy of it by asking us. We may require your request in writing. Some exceptions may apply. For example, when the information relates to law enforcement, legal proceedings or another individual, you may not get to see the record.

We must reply to your request to see your information within 30 days, or later if it is reasonable to do so. You are entitled to be told how long it will take to get back to you if it will be longer than 30 days.

Correcting your record

Once you have seen your record of personal health information, if you believe it is inaccurate or incomplete, you may ask for a correction. We may require your request in writing. We must reply to your request for a correction within 30 days, or later if it is reasonable to do so. You are entitled to be told how long it will take to get back to you if it will be longer than 30 days.

We may not correct a record that was created by someone else. You are entitled to be told the reasons for not making a correction and of your right to have a statement of disagreement attached to your record.

When we correct a record, it must be done carefully so that the full corrected record remains visible, or by ensuring that the corrected version is readily available.

Who to talk to about your privacy concerns

Please come to us if you are unhappy about something that has been done with your personal health information. We want to work out your concern with you. To talk about your concern and see what can be done to fix the situation, please speak to our Privacy Officer at:

Peel Children's Centre
85A Aventura Court Mississauga, ON L5T 2Y6
Telephone: 905-795-3500 ext. 2647
Fax: 905-696-0350



Who to contact if we are unable to work out your concern about how your personal health information has been handled

You may get in touch with the Access to Information and Privacy Commissioner of New Brunswick about any decision, action or inaction that you believe does not follow the *Personal Health Information Privacy and Access Act*. For instance, you may wish to get in touch with the Commissioner if:

- you have been unable to work out a concern about how we have handled your personal health information,
- you have been unable to see all your personal health information, or there has been a delay in our response to your request, or
- you feel that the personal health information in your record is wrong and you have been unable to get us to correct the information.

You must get in touch with the Commissioner within one year of the matter you are concerned about, and you are required to put your concern in writing.

The Commissioner will try to work out the matter through a meeting with you and our Privacy Officer. If your concern cannot be worked out in this way, the Commissioner has the power to investigate and to make an order that sets out what must happen.

Here are the ways you can get in touch with the Access to Information and Privacy Commissioner's office:

65 Regent Street, Suite 230
Fredericton, NB E3B 7H8

Telephone: (506) 453-5965
Toll-free: 1-877-755-2811
Facsimile: (506) 453-5963

Website: www.info-priv-nb.ca
E-mail: access.info.privacy@qnb.ca

Acknowledgements

Peel Children's Centre acknowledges the following brochures which served as models and/or sources of information for this booklet.

Protecting the privacy of your information at Sick Kids. Information for Patients.
Catalogue number: 36231. The Hospital for Sick Children, Toronto, Ontario. 2004.

Your Health Information and Your Privacy in Our Office.
Jointly produced by the Information and Privacy Commission, Ontario; and the Ontario Bar Association.