



**YOUTH
SERVICES
JEUNESSE**

YOUR PERSONAL HEALTH INFORMATION: PRIVACY AND CONFIDENTIALITY

AT YSB, WE WILL RESPECT AND PROTECT YOUR PRIVACY.

ALLOWING US TO COLLECT YOUR PERSONAL HEALTH INFORMATION

Keeping your personal information private is important. We only collect this information from you, and, with your consent, when you have said it's okay to get it from someone else.

YSB follows the rules of a law called the Personal Health Information Protection Act (PHIPA), which protects your health information. We are called a Health Information Custodian (HIC). This means we are responsible for keeping your personal health information safe, using it properly, and making sure it's correct.

When we collect your information, it may include personal information that is not related to your health. Personal information may include your name, age, ethnicity, address, e-mail, or phone number, etc.

You are free to take away your consent at any time about any part of your personal or health information, but this may make it harder for us to help you.

We only ask you for information that we think will help us to provide you with good services. It's up to you whether you want to give us information or not.

We are required by law to make notes on our contacts with you. This can include things like an assessment, your counselling plan, consent forms, contact notes, letters, and emails.

COLLECTING AND USING YOUR PERSONAL HEALTH INFORMATION

We collect and use your personal information to figure out how we can best help you. It also helps us see if things are changing for you, to give information to other professionals (with your permission), and to make sure we're doing our best to keep you safe. If we ever want to use your information for something new, we will ask you first.

If we think you are at risk of harming yourself, harming others, or being harmed, we will work with you to help make things safer.

YSB staff know that your personal information is very private. They have been trained in how to use it and keep it safe.

We keep your information safe by keeping your paper file locked up in a restricted area and keeping your electronic records in our secure internal database and network. Our computers are also in restricted areas and are password protected. If your information leaves our offices, it is protected by transferring it in sealed envelopes or boxes, removing all identifying information, or through encryption.

DISCLOSING YOUR PERSONAL HEALTH INFORMATION

Your personal information will never be given to anyone outside YSB without your consent (or if you are incapable of making this decision, without your parent or guardian's consent) except for three situations: 1) where there is a risk that you or someone else will suffer serious harm; 2) where there is a legal reason (for example, if there is a child abuse concern or a court order) or an administrative reason (for example, providing information for evaluation or funding of our programs) we will only release necessary information; or 3) if you are under 16, your parent can request information on your behalf without your consent, unless you have told us that you do not want your information released to your parent. If we receive such a request, we will try to contact you before disclosing your information.

KEEPING AND DESTROYING YOUR PERSONAL HEALTH INFORMATION

We keep your personal information after you complete services with us so we can answer questions you may have in the future. We also keep it so that we can answer questions from our funders or accreditors. However, we do not release your personal information to them if you do not agree to this.

We keep your personal information as long as required by law and in accordance with our policies. These time frames may vary, depending on the services.

When it is time to destroy your client file, we will destroy paper files by shredding them and we will delete electronic files. We will also keep track of when and how your client file was destroyed.

YOUR RIGHT TO ACCESS YOUR PERSONAL HEALTH INFORMATION

You have the right to see any part of your personal information and to ask for copies of this information. There are some exceptions that may apply. In these cases we will let you know why.

If you would like to look at your personal information, or if you believe that some information in your file is not correct and you want it corrected, please make a written request to the YSB Privacy Officer at the address below. We will respond to your request within 30 days.

If we do not agree with the correction you request, you may write a notice of disagreement, which we will put in your file.

Your privacy

To raise a concern or make a complaint about how your information is handled, contact the **YSB Privacy Officer** at privacyofficer@ysb.ca.

You can also contact the Information and Privacy Commissioner of Ontario at www.ipc.on.ca or info@ipc.on.ca or 1-800-387-0073.