

PUBLIC STATEMENT ON THE PROTECTION OF PERSONAL INFORMATION

At the Centre francophone du Grand Toronto, we are committed to protecting your personal information. The Centre recognizes the importance of protecting the confidential and personal information you disclose.

Why is the Centre asking for my personal information?

The Centre will sometimes ask you to provide personal information. This information allows us to identify you, open your file and understand your situation to serve you better.

We only ask for information which is necessary for you to access the services you requested and in accordance with our holistic approach to clients and their global health.

How is this information used?

When we ask you to provide personal information, we always tell you why we need it, and we ask for your consent before you provide it.

We only use the information for the reasons we explained to you when obtaining your consent.

We always ask for consent before we share any personal information, except in rare cases where we are obliged to do so by law.

Who can access my information?

Your personal information is kept confidential, stored on a secure electronic platform or in locked filing cabinets. Only the staff members who need this information to serve you are allowed access to your file. All our employees, interns and volunteers sign a confidentiality agreement. They are aware of their obligations and your rights.

We only keep your file for the required period, or any other period prescribed by law.

If you are a client of our medical clinic

Personal health information is any information regarding your physical or mental state, as well as any information about the services you receive at the Centre.

If you are a client of our medical clinic, the Centre may share your health information with other professionals or organizations when it is deemed necessary according to your treatment plan (referral to a specialist, for example).

How can I ask for correction of my information, or withdraw my consent?

The Centre is committed to keeping information on file up to date as much as possible. With certain exceptions, you have the right to:

- See the personal information we have on file and obtain a copy
- Ask how the information has been used
- Ask the Centre to correct personal information on file when you believe the information is incorrect or incomplete
- Be advised if your personal information is lost, stolen, or shared with unauthorized individuals
- Withdraw your consent for the Centre to use or share your personal information

You can speak to a staff member or the person responsible for confidentiality matters for the Centre, our Vice-President – Legal Aid, Employment and Settlement.

Who can I speak to regarding my confidentiality concerns or how can I lodge a complaint?

You can ask to obtain a copy of the Centre's policies and procedures regarding the handling of confidential information.

If you have questions or concerns regarding our policies on the matter or on the manner in which we protect personal information, do not hesitate to contact our Vice-President – Legal Aid, Employment and Settlement at aissa2@centrefranco.org.

If our answer to your questions is not to your satisfaction, you can contact the Information and Privacy Commissioner of Ontario on matters touching personal health information by calling 416-326-3333 or toll free at 1-800-387-0073 or visit their website at [IPC - Information and Privacy Commissioner of Ontario](http://www.ipc.on.ca). You can also contact the Office of the Privacy Commissioner of Canada by calling toll free 1-800-282-1376 or visiting their website at [Office of the Privacy Commissioner of Canada - Office of the Privacy Commissioner of Canada](http://www.priv.gc.ca).