

# Privacy Statement for Clients

Associated Youth Services of Peel is committed to protecting your personal information. In this privacy statement, we will inform you about how we will use and protect your personal information.

## What is personal information?

- Information about you is considered personal information as long as it identifies you. Examples of information that identifies you is your name, address, email address, and telephone number.
- Information that cannot be traced to you is anonymous. Removing personal identifiers such as your name or address from records makes the information anonymous and allows the data to be kept. This privacy statement does not apply to anonymous information.

## Being responsible for your personal information

- Associated Youth Services of Peel is responsible for ensuring your personal information is collected, accessed, used, disclosed, stored and disposed of in compliance with our privacy policy.
- You will be made aware if any authorized third party is involved in the processing of your personal information. This third party will also be bounded by AYSP's Privacy Policy or one comparable. Third parties will be advised of expectation to follow applicable Privacy Policies.

## Why we collect your personal information

- We primarily collect your personal information to provide you with our services.
- If we collect personal information for other reasons, we will explain those reasons to you at the time of collection.

## Collecting your personal information

- We inform you when we need to collect your personal information and how we will use it. We collect your information only with your consent or when required by law.

## Providing us with your personal information is voluntary

- If we need to contact you and the contact information we have on file is out-of-date, we may seek your new contact information.

## The use and disclosure of your personal information

- Your personal information is used only for the purposes for which it is collected.
- Your personal information is not disclosed to anyone for purposes other than the ones for which it was collected, except as required by law.
- We work with anonymous information whenever possible.

## **Retaining your personal information**

- We keep your personal information in physical and/or electronic formats. This includes correspondences through email. Personal information in electronic form is kept indefinitely, unless otherwise specified. Where specified, we retain your information for only as long as it is necessary for the purpose for which it was collected, after which it is either destroyed or made anonymous.
- Some of your information may have to be retained for a period of time that extends beyond your relationship with us, for example, when your information is required for safety reasons or by law.

## **Safeguarding your personal information**

- We protect your information with strict security measures. Our employees, volunteers and students are trained on the implementation of our privacy policy. They access only the personal information they need to fulfill their duties.

## **Accessing your personal information**

- You can access those pieces of personal information in our possession and request an account of their use and disclosure. We will respond within 30 days of the receipt of your written request. When AYSP receives such a request, it is the responsibility of AYSP to ensure the individual asking for it has the right to receive it.

## **Commitment**

- AYSP is committed to privacy and is actively involved in and supports current industry initiatives to preserve individual privacy rights. If you have any comments or questions or concerns regarding our Privacy Policy, please contact the Privacy Officer at (905) 890-5222 extension 2247.

## **Privacy Breach**

- A privacy breach is considered to be the loss, theft, unauthorized use or disclosure of, personal information. If a privacy breach occurs, or if you have concerns regarding any decision, action, or inaction that you believe does not follow the Personal Health Information Protection Act, you can make a complaint to the Information and Privacy Commissioner of Ontario.
  - Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Telephone: 416-326-3333 or 1-800-387-0073  
TTY: 416-325-7539