



PRIVACY STATEMENT AND INFORMATION PRACTICES

Our Commitment

Contact Brant is committed to protecting the personal information you share with us and treating it with care, respect, and confidentiality. We collect, use, share, store, and protect personal information in accordance with Part X of the *Child, Youth and Family Services Act, 2017 (CYFSA)* and other applicable Ontario privacy laws.

What information do we collect?

We only collect the personal information we need to support you and your family. The personal information we collect may include:

- Name, date of birth, address, phone number, email address, and demographic information
- Information about you / your child, family members, caregivers, or other people who help support your family
- Information about your strengths, needs, goals, and the services and supports you are looking for
- Assessment, referral, and eligibility information
- Information shared by other service providers when permitted by law or with appropriate consent
- Non-identifying information used for planning, reporting, quality improvement and funding requirements

We may collect information directly from you, your child, a substitute decision-maker, or from other service providers where permitted by law or with your consent.

Why do we gather personal information?

We collect information so we can better understand your needs and connect you with the services and supports that are right for you and your family. This information helps us to:

- Connect you with appropriate programs and services
- Coordinate supports with your consent
- Reduce the need for you to repeat your story
- Work together with other service providers involved in your care and support
- Plan, improve, and evaluate our programs and services

How do we use personal information?

We use personal information only for purposes permitted by law, including:

- Providing services and support



- Determining eligibility for programs and services
- Developing, implementing, reviewing, and monitoring service plans
- Communicating with people who help support you, such as your school, healthcare providers, or other service providers
- Improving the quality, effectiveness, and delivery of our services

We keep personal information only as long as necessary to provide services and meet legal, regulatory, and operational requirements. When information is no longer required, records are securely destroyed or permanently de-identified.

How do we share personal information?

We generally share personal information only with your consent and only when it helps provide services and supports to you or your family. Under Part X of the *CYFSA*, decisions about consent are generally based on a person's ability to understand the decision and its consequences, rather than age alone.

In some situations, the law allows or requires us to share personal information without consent. For example:

- When there are concerns that a child may need protection
- When there is a significant risk of serious harm to someone
- When disclosure is otherwise permitted or required by law

When your consent is needed, we will explain:

- What information will be collected, used, or shared
- Why the information is needed
- Who the information will be shared with
- How you can withdraw your consent

You may withdraw your consent at any time, unless disclosure, use, or collection is otherwise required or permitted by law.

How do we protect personal information?

We take reasonable steps to keep your information safe and secure. Some of the ways we protect personal information include:

- Secure electronic systems
- Role-based access to records
- Staff confidentiality agreements
- Privacy and security training



- Secure storage and disposal of records
- Policies and procedures for responding to privacy breaches

When required by law, Contact Brant will notify affected individuals and the Information and Privacy Commissioner of Ontario of privacy breaches involving personal information.

Your Privacy Rights

You have the right to:

- See the personal information we have about you
- Ask for corrections if you believe information is inaccurate or incomplete
- Withdraw consent where consent is the basis for collection, use, or disclosure, subject to legal requirements
- Ask questions about how your information is collected, used, shared, and protected
- Learn more about our privacy practices
- Make a complaint if you have concerns about your privacy

Do you have questions or privacy concerns?

Information about Contact Brant's privacy policies and information practices is available upon request. If you have questions about how we handle your personal information, please contact:

Sandra Parker, CEO and Privacy Officer

Contact Brant

255 Colborne St., Unit 1&2

Brantford, ON N3T 2H3

Telephone: 519-758-8228 ext. 219

Email: sandra@contactbrant.net

Website: <https://contactbrant.net/>

If you have concerns about how we have handled your personal information, we encourage you to contact our Privacy Officer so we can work to resolve the issue. You also have the right to file a complaint with the Information and Privacy Commissioner of Ontario:

Information and Privacy Commissioner of Ontario

2 Bloor St. East, Suite 1400

Toronto, ON M4W 1A8

Telephone: 416-326-3333 or 1-800-387-0073 (Ontario)

TDD/TTY: 416-325-7539

Email: info@ipc.on.ca

Website: <https://www.ipc.on.ca>