

PRIVACY STATEMENT

You have the right to know how Family Service Toronto (FST) may share and use the information you give us and how you can have access to it. This Privacy Statement outlines FST's privacy policy.

FST collects, uses and shares the personal information you give us to:

- Provide quality programs and services
- Contact clients to evaluate FST's service
- Conduct research
- Contact individuals about our fundraising and membership activities
- Recognize donor contributions
- Report to funders and others, as required
- Review client records to ensure high quality of service and documentation
- Share personal information with your consent (for example, making a referral for service) or as required by law or contract

CLIENT PRIVACY

The personal information you give us is kept private and secure in electronic client files. We have security, passwords, and policies in place to make sure your information stays private. We record information you provide including:

- How to contact you (for example, your name, address, phone number)
- A description of who you are (for example, your age, income, languages you speak)
- Information about the issues you are facing
- Notes on our contacts with you, including any emails that you send us and our response

Anything you discuss with FST staff, students, or volunteers is kept private and confidential within FST. The person you are working with may talk to their service team, supervisor, director or others within FST to help ensure the highest quality service.

There are times when FST is required by law to release information about you without your consent. We release information if:

- We believe someone is in danger of immediate harm, and information we have might prevent it
- A child under the age of 16 is at risk of or has been abused or neglected
- We have been subpoenaed by a court of law
- We have to obey a summons, warrant or similar order
- Permitted or required by law

You have rights regarding your confidential record. You can:

- See your record
- Ask for a copy of your record
- Ask us to help you understand what is written in your record
- Ask us to make corrections to inaccurate or incomplete information
- Refuse to give FST consent to share or use your information
- Change your mind if you have already given us permission to use or share your information

If you want to discuss or see your record, talk to an FST staff person, supervisor, or FST's Privacy Officer.

HOW TO REACH US TO ASK QUESTIONS OR MAKE A COMPLAINT ABOUT OUR PRIVACY POLICIES

If you have questions or concerns or want more information about how your personal information has been collected or used, or if you want to make a complaint, you can contact FST's Privacy Officer, Lisa Manuel, at 416-595-9230 ext. 316 or by email at lisama@familyservicetoronto.org. You can also make a complaint to the Information and Privacy Commissioner of Ontario by calling 416-326-3333 or visit their website at www.ipc.on.ca.

Translations are available in Arabic, French, Farsi/Persian, Italian, Portuguese, Simplified Chinese, Spanish, Somali and Tamil.



FAMILY SERVICE TORONTO
For People. For Change.



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