



PRIVACY PRACTICES

FCS PRIVACY STATEMENT

Family and Children's Services of Leeds and Grenville respects every individual's right to privacy. We are committed to keeping confidential all personal information regarding children, parents and families, foster parents, volunteers, board members, staff and other associates. Practices regarding confidentiality and access to information are dictated by the Agency's Standards and Procedures, which are in compliance with Child Welfare mandates and Federal and Provincial legislation, including the Child and Family Services Act, the Personal Information Protection and Electronic Documents Act, the Freedom of Information and Privacy Act, and the Personal Health Information Protection Act.

Family and Children's Services of Leeds and Grenville is required by Law (Child and Family Services Act) to collect information about you. FCS collects, uses and discloses only information that is reasonably necessary in order to provide child welfare services.

What type of information is Family & Children's Services required to collect about you?

- Basic personal information (e.g. name, date of birth, home address, etc.)
- Service information (information related to your involvement with child welfare services)

Why does Family & Children's Services collect and use information about you?

- To plan and deliver services to you and your family.
- To provide you with access to various services in our community.
- For the purpose of accountability, research and planning .

How and when will Family & Children's Services disclose information about you?

- You have the right to access your information, subject to limitations as outlined in FCS agency standards and procedures. FCS may deny access when required or authorized by law (e.g. there is a court order prohibiting access).
- Any other service providers who work with FCS and have access to your personal information are required to follow FCS confidentiality and privacy policies.
- Any information about you will not be disclosed without your consent, unless disclosure is necessary to allow child welfare to perform its duties, or is required by law.

Examples of disclosure of information about you without your consent as permitted or required by law

- To comply with the Child and Family Services Act.
- To obtain documents or access government programs for children, such as birth certificates, OHIP cards and SIN numbers.
- For the purpose of legal proceedings, such as complying with a court order or coroner's warrant.



Family & Children's Services of Leeds & Grenville

Accuracy of information about you and your right to request corrections

- FCS takes all reasonable steps to ensure information about you is accurate and up-to-date, given the purpose for which it was collected.
- If after reviewing your basic personal information you believe it is inaccurate or incomplete, you may give a written request to the FCS Privacy Officer to have that information corrected. You will receive a response to that request within 30 days, whenever possible.
- Questions about your services information is not addressed by the FCS Privacy Officer. Please see your worker about these concerns, or refer to the FCS pamphlet *Working Together*.

Security, retention and destruction of your information

- Your personal information is kept in a secure location to which access is controlled to guard against loss or unauthorized access, disclosure, copying or modification. Physical and technological safeguards are in place to ensure the confidentiality of this information.
- FCS retains your personal information in accordance with agency retention and destruction standards and procedures. When information is destroyed, FCS ensures that it is destroyed in a manner that protects your confidentiality.

Your right to challenge Family & Children's Services' compliance with privacy obligations and practices

If you have any questions or concerns about FCS Agency privacy obligations and practices, please submit them in writing to:

Attention: Privacy Officer
Family & Children's Services of Leeds and Grenville
438 Laurier Boulevard, Brockville, ON K6V 6C5 FAX (613) 498-2108

Upon receipt of any question or concern, the FCS Privacy Officer will look into the matter and follow up appropriately

If you are not satisfied with the resolution to your privacy concern, you may bring the matter to the attention of Ontario's Information & Privacy Commissioners:

Information & Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-800-387-0073

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