

Privacy at TVCC

Information for Clients and Families about your Personal Information

We are committed to respecting your privacy.

Thames Valley Children's Centre collects, uses, and shares information about you / your children with your consent, in order to provide the best services possible. It is important to us to handle clients' information very carefully, and we respect your right to control the use of your information.

We wrote this pamphlet to give you information about our privacy practices, and we welcome your questions or comments anytime.

What information do we collect and keep about you?

We need to keep notes on all conversations we have with clients, their families, and any others we talk with about the client, as well as records on all assessments, appointments, and therapy sessions. We may gather and keep information about medical, developmental, family, and educational backgrounds, as needed.

We also keep basic contact information such as addresses and phone numbers. We need information about any custody arrangements.

Why do we collect it?

Our main reason for collecting this information is to provide appropriate services to you. We also use information to monitor and evaluate our services to provide the best quality possible.

With your permission, we use your email address to send you information about our services and programs, to share our "Family Link" newsletter, and to ask for your feedback on occasional surveys. [You can ask to be taken off this mailing list at any time \(see below for details\)](#). We do not share or sell mailing lists.

We may use your contact information to ask you if you are interested in participating in approved research studies. Please tell us if you do not want us to contact you about research. Researchers may also ask to review client files here, and we will publicize information about these projects when they are approved. [You can tell us you do not want your / your child's file to be available for research review \(see below for details\)](#).

How is the information kept private?

We have a number of security measures in place to keep your information private. We use passwords to protect electronic files, and have detailed procedures for keeping paper files secure.

Who sees your information?

Staff, students, and volunteers who are involved in your services will use your information. Administrative and leadership staff may also use it to monitor, manage and evaluate our services. Approved researchers may review your file. All of these people are trained in protecting your privacy.

To be accountable for the money we receive, we have to provide information to our funding sources. External consultants may do audits and reviews of our Centre, including reviewing some client information. We have agreements with these consultants to keep any information they see private.

We need your consent before we share your / your children's information with other individuals or organizations. We will do this only after we have talked with you about it and you have agreed. We will usually ask for your signature on a consent form as well. **You can withdraw your consent at any time (see below for details).** There are some rare situations where we would share information without your consent: when required by law, or in an emergency.

How long is your file kept?

To meet legal requirements, we keep our client records for 10 years after a client's 18th birthday.

You can see your information and please correct any errors!

You have the right to see what personal information we hold about you / your children. To see the information, please contact Clinical Information Services.

We want our records to be as accurate as possible. If you find a mistake in our information, please ask for it to be corrected. We will make the correction and notify anyone to whom we sent the original information. If we do not agree that we have made a mistake, we will include a statement from you in our file.

Questions, Concerns, and Comments?

If you have any questions about how your personal information is collected, used, or disclosed, please contact our Privacy Officer:

Karen Lowry

Karen.Lowry@tvcc.on.ca

Thames Valley Children's Centre

779 Base Line Road E

London ON N6C 5Y6

Phone: 519.685.8700 Toll free 1.866.590.8822

Ext 53482

Fax: 519.685.8689

We will answer any questions you have and will investigate any concerns promptly.

Contact our **Clinical Information Services** department, 519.685.8700, if you:

- do not want to receive our newsletter & related emailing
- do not want to be contacted about research projects
- do not want your file available for research purposes
- want to review or correct the information we have about you on file.

For more information, or to report concerns, you may also contact the provincial Information and Privacy Commissioner at www.ipc.on.ca or at:

2 Bloor Street East, Suite 1400,

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1.800.387.0073