

GUELPH PSYCHOLOGISTS PRIVACY STATEMENT

We understand the importance of your privacy and are committed to protecting it.

- ☐ Unless there is an emergency, we will not collect private information about you without your consent.
- ☐ We collect and record only information that we believe is needed to provide you with service. If we wish to collect information for other purposes (e.g. for research purposes), the reason will be explained to you and it will be collected only if you consent.
- ☐ In addition to using your information to provide you with service, we also use client information to help evaluate the services we provide, to find ways to improve those services, to help train new professionals who are placed in our practice, and to identify and correct risks and errors.
- ☐ The privacy of your information is protected through established procedures in our office. All staff members and trainees are required to follow these procedures.
 1. All private information is kept in a secure, locked area.
 2. A staff person or trainee who knows you personally must let us know this, and is not allowed to see or hear information about you unless there is an emergency or unless you give consent.
 3. Staff members and trainees are allowed to see and handle information about you only if they have a need to see or handle the information to do their job.
- ☐ Information about you occasionally may be seen by persons who are carrying out an audit or a review of our organization. However, we do not allow any information that identifies you to be taken from our office by such persons unless you give consent.

Information about you will be disclosed to persons outside this office only with your consent, except (a) in situations in which disclosure is justified by law or by our profession's code of ethics (e.g. risk of serious Bodily harm; need for confidential professional or legal consultation); and (b) in situations in which disclosure is required by law (e.g., reporting a child in need of protection; reporting a health professional who has sexually abused a client; a court order to release information from a record). When giving us permission to disclose information about you, you may limit what we disclose. However, if the information you do not want disclosed is clearly needed by the person receiving the information to provide you with appropriate service we are required by law to inform the person receiving the information that you have refused consent to provide some necessary information.

It is our policy not to allow external researchers to see information about you, unless you give your consent.

With only a few exceptions, you have the right to see your record of service, and to request copies of information in your record. Exceptions include the possibility of harm to you or someone else, and confidential information in the record about a person other than yourself.

If you believe that information in your record is not accurate, you may request that we correct the information in your record. If we do not agree with the correction you request, you may file a notice of disagreement into your record.

We will speak with you directly to answer any questions you have regarding this Privacy Statement, and to provide you with any further privacy practices or limits to confidentiality that are specific to your particular situation.

If you would like more detailed information at any time, would like to access or ask for a correction of your record, have a concern about our privacy policies and procedures, or have a complaint about the way your privacy has been handled, please do not hesitate to speak with your practitioner.

If you have a concern or complaint and are not satisfied with our response, you may contact the Information and Privacy Commissioner of Ontario (416-326-3333 or 1-800-387-0073).