

## **PRIVACY**

Catholic Family Services Hamilton adheres to the federally regulated privacy standards outlined in the Personal Information Protection and Electronic Documents Act and relevant provincial legislation related to the rights of individuals to know the contents of information kept about them. The information we collect is used to:

- ensure we can contact you
- maintain accountability as a service provider
- ensure safety, legal and ethical standards are met
- assess the quality of clinical services provided and the effectiveness of outcomes

Demographic and program utilization information is summarized in non-identifying reports for organizations paying for service to confirm we are providing the services we agreed to provide.

For more information about client privacy, please ask your counsellor.

## **CONFIDENTIALITY**

All notes, records and communications are kept secure and confidential. Only your counsellor can access the emails you send through this service. Information or records may only be released to an external person with your written and informed consent, or as required by law or court order.

At times certain aspects about your case may be shared within the counselling team for case management and quality assurance. Please be advised we are required by law to report actual or suspected child abuse, or clear and imminent danger to self or others.

To ensure that sound practices and excellent services are provided, we may occasionally be subject to third party confidential audits.

## **ELECTRONIC SECURITY**

Catholic Family Services Hamilton will do the utmost to protect and safeguard your personal information. The servers we use are protected behind highly-secure firewalls. Our systems ensure that only encrypted transmissions are allowed to communicate within the Internet systems owned and/or operated by us.

Emails sent and received through PrivacEmail system, used by Catholic Family Services Hamilton for your e-counselling, are protected by SSL encryption and by 2048-bit encryption if java is enabled. PrivacEmail does not encrypt your login ID or information in the e-mail header information, including the Subject line.

Catholic Family Services Hamilton's e-counselling service does not warrant the following actions which could render your confidential material insecure. Examples of security breaches that we do not warrant include, but are not limited to:

- leaving confidential material on a computer screen for others to see
- storing confidential material on the computer you are using
- use of monitoring software (this could be malicious spyware on your computer, or legitimate monitoring by an employer, or other monitoring systems not listed here)
- sending emails using a software or a web service other than our PrivacEmail service