



Notice of Information Practices

Ontario has Privacy Laws that protect your personal information relating to services that you receive from us. We are required to follow the privacy rules under the ***Child Youth and Family Services Act, 2017***. We are required to keep your personal information up to date, safe and secure. You have the right to know how we may use, share your information and how you can have access to your CAS record.

We are committed to promoting privacy and protecting the confidentiality of all the personal information we hold about you and your family while receiving service at Peel Children's Aid Society (Peel CAS).

Personal Information

What We Collect, How We Use It and How We Disclose It

Your Peel CAS record may include personal information collected regarding the services provided to you and your family. The record may include information such as your date of birth, contact information, records of meetings with you and your family, the services you received, the programs you attended, details of your physical and mental health, medical history, psychological or psychiatric reports, school information, financial information, employment history, allegations of findings of child maltreatment, court documentation, police interventions, criminal history, your views or opinions, the views and opinions of others about you and information about your race, ancestry, place of origin, colour, ethnic origin, citizenship, family diversity, disability, creed, religion, age, sex, sexual orientation, gender identity, gender expression, cultural or linguistic needs, marital or family status.

We can collect, use and disclose (share) your personal information:

- During an investigation, where concerns have been shared by a member of the community that your child(ren) may be in need of immediate protection as a result of possible serious abuse or neglect;
- When we need to make sure your child(ren) are being protected by you and any other caregivers;
- When we work with you and your family to develop plans in order to address any future harm towards your child(ren) or any other person or group of people;
- When we work with you to provide services to you and your family in order to prevent any future harm to you and/or your child(ren);
- Provide care for children and supervise children under the supervision of Peel CAS;
- Assess and approve homes for children who are unable to remain with their family of origin;
- Find permanent families for children through our adoption services;
- When we have to locate a resource person or substitute decision-maker for you or your family members where appropriate;

- When we are mandated to share information for the purpose of a legal process ie. Court, Police Investigation, locating an individual who is at risk of serious harm; and
- When we are conducting quality improvement and accountability activities such as conducting research (subject to certain rules), gathering statistics and reporting to the government as required by law.

Sharing Your Information

Other Children's Aid Societies (CAS)

All CAS share information with each other when we are working together to protect children and strengthen families. Information may be collected by one CAS and provided to another CAS when the information is needed to provide child protection services and prevent any future harm to you and/or your child (ren).

Service Providers

Service providers are persons or organizations who assist Peel CAS in delivering services to all children and their families in the community. We will only the information that is necessary for service providers to deliver these services to you and your family.

Other Third Parties

Sometimes we receive requests for information from third parties such as police, government agencies, and people involved in court cases with the children and families we serve. We only share personal information about you and your family to these third parties if:

- We have you or your families individual consent;
- There is a court order, warrant or urgent demand for records requiring disclosure; or
- We are legally permitted or required to provide your information.

If you have questions about who we can share your personal information with please ask us.

Giving Consent

There are circumstances when we do not need consent from an individual, to fulfill our primary role as a child protection agency. We are not legally required to have an individual's consent where we are required by law to collect, use and disclose personal information. For example, we do not need your consent to meet our child protection obligations or to share your personal information if it keeps you or someone else safe from serious harm.

In most situations, you have the legal right to make your own decisions about your personal information that we collect, use or disclose. When we ask for your consent you can refuse to consent. If you agree to give consent, you may change your mind and withdraw the consent at any time. Once you refuse or withdraw consent we will no longer share your information unless you give consent in the future.

Capacity to Consent

In order to give and withdraw consent, you must be capable of providing consent for the collection, use or disclosure of personal information. Being capable means you are able to understand the information that is important when deciding whether to consent and you understand the consequences of giving, withholding and withdrawing your consent.

When determining someone's capacity to consent, you can presume that an individual of any age is capable, unless you have reasonable grounds to believe they are not. For example, it would be reasonable to conclude that an infant is incapable of providing consent.

It is important to highlight that a person can be capable of consenting at one time, but incapable at another. For example, a 25 year old parent sustained a significant brain injury that impacts his ability to make decisions and provide consent. In this type of situation a substitute decision-maker can be appointed and can consent on behalf of an individual.

As described below, certain persons may act as a substitute decision-maker on behalf of:

- An incapable person (of any age);
- A child under the age of 16 —whether capable or incapable — subject to the exceptions below; and
- A capable person over the age of 16 who has authorized the substitute decision-maker in writing.

For a child under the age of 16, the custodial parent, CAS or other person authorized to give, withhold or withdraw consent on the parent's behalf, can act as the child's substitute decision-maker. However, if the child is capable, then a decision to give, withhold or withdraw consent by the capable child prevails over a conflicting decision by the custodial parent or CAS.

Keeping Your Information Secure

All personal information about an individual that has received or is receiving service from Peel CAS is securely stored on the Provincial Child Protection Information Network (CPIN). This network contains all personal information about you and your child (ren) who received or is receiving child protection services. The network also contains information about foster caregivers and those who seek to provide care to children in need, such as adoptive parents and members of a child's extended family.

All historical records are securely archived in our Records Department. This allows us to access historical information about individuals if required. This also allows all former service recipients that may want access to their personal information once the CAS file is closed.

Safeguarding Personal Information

All of your personal information is kept private and securely stored at Peel CAS. Upon employment at Peel CAS, all employees sign a confidentiality agreement regarding the collection, use and disclosure of your personal information. We take a number of steps to protect your privacy and protect your information from being lost or stolen.

Significant steps are taken to keep your personal information safe and secure. These steps apply to CPIN and other electronic information systems, as well as paper or electronic copies of records, reports, financial records, administrative notes, voice messages, text messages, and emails (including on laptops and cell phones) and any other ways personal information can be recorded.

If the privacy of your information has been compromised by Peel CAS we ensure that you are informed. We will let you know what information has been shared and what we are doing to ensure that your information will be safe and secure in the future.

Accessing Your Information

You have the right to access your personal information that we hold relating to the services provided to you by Peel CAS. There are a few restrictions on accessing your personal information, such as a refusal to access your record that is ordered by a court of the law (ie Family Court, Criminal Court etc.). If you want access your Peel CAS record, please contact our Disclosure Department in writing at:

Disclosure Department

25 Capston Drive Mississauga, ON L5W 0H3

Email disclosure@peelcas.org

Requesting a Correction

Upon receiving your record, you may find information that you feel is incorrect. If this is the case, you can connect the Disclosure Department and let us know you are requesting a correction to your Peel CAS record.

If the information is found to be incorrect, we will make the necessary change to the record. Otherwise, we will ask you to write a statement of disagreement and we will ensure that the statement is attached to your permanent Peel CAS record.

Questions or Concerns

If you would like more information regarding the Peel CAS Privacy Policy, please click link attached or if you would like a copy of the policy, please contact your worker or the Peel CAS Privacy Officer at 905-363-6131.

Peel CAS Privacy Officer

25 Capston Drive Mississauga, ON L5W 0H3

Email privacy@peelcas.org

If your privacy questions have not been answered or privacy issue has not resolved to your satisfaction, you may wish to make a formal privacy complaint.

Peel CAS Complaints Manager

25 Capston Drive Mississauga, ON L5W 0H3

Email complaints@peelcas.org

Finally you have the right to share your concerns directly with the **Information and Privacy Commissioner** (IPC) of Ontario. The IPC is responsible for ensuring that all privacy laws are followed by service providers in Ontario including all CAS's.

Information and Privacy Commissioner

2 Bloor Street East Suite 1400 Toronto ON M4W

Phone: 416-326-3333 or 1-800-387-0073

Email: info@ipc.on.ca Website: www.ipc.on.ca