



Part X - Collecting personal information

Ontario has a law that protects 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 safe and secure. You have the right to know how we may use and give out your service information, and how you can get access to it.

We are committed to promoting privacy and protecting the confidentiality of the personal information we hold about you and the services you have received.

CAS MANDATE

Children's Aid Societies ("CASs") have the exclusive mandate to provide child protection services in Ontario. CASs work to promote the best interests, protection and well-being of children. Every CAS in the province is responsible for a specific jurisdiction and at times CASs work together to fulfill their mandate.

Why does Peel CAS collect personal information?

Peel CAS works with partners in our community to keep children safe. We collect information about children who may not be safe or are at risk of harm. This includes the personal information of the child and important people in the child's life. Information is only collected when we write it down and put it into our records.

Who does Peel CAS collect information from?

We collect information from children, their families or indirectly from members of the community or other service providers.

We also collect personal information about caregivers and those who seek to provide care to children in need, such as foster parents, adoptive parents and members of a child's extended family.

Will my information be shared?

If a child is not safe or is at risk of harm, we disclose (share) information with other Children's Aid Societies, service providers and other third parties as needed.

Sometimes Peel CAS is able to provide other support services or link you with services from a third party. We only give personal information about service recipients to third parties if we have your consent.

Sometimes we may be legally required or permitted to share information with a third party such as a court order, search warrant or urgent demand for records requiring disclosure.



What does Peel CAS do with my personal information?

We keep information in the Child Protection Information Network (CPIN), a provincial computer database used by CASs. It is the primary tool for storing information needed to deliver CAS services. We also have some older files case files in microfiche that predate CPIN. We keep information collected because it might be necessary for future cases. We also keep the information because people who have had service from us in the past request to see their records.

How do you protect my information?

Safeguards. We keep your personal information private and safe. Everyone at CAS is required to keep information confidential. We have to protect your information from loss or theft. If there is a privacy breach, we will tell you.

Do I have to consent to provide information?

If a child is not safe or is at risk of harm we do not need consent to collect information. Sometimes, Peel CAS is able to provide other support services and will ask you for your permission to collect information to help us do this. If you say “yes” you may change your mind at any time.

Can I access my information?

With limited exceptions, you have the right to access the personal information we hold about you that relates to a service provided to you. If you need a copy of your service records, please contact us in writing at disclosure@peelcas.org. If you review your personal information and disagree with what is recorded, we will seek to make corrections if mistakes have been made or we will ask you to write a statement of disagreement that we will attach to your service record.

Where can I get more information on Peel CAS information practices?

We encourage you to speak with your caseworker about any questions or concerns you might have with our information practices. You can also reach our Privacy Officer by email at privacy@peelcas.org, phone 905 363-6131 (ask to speak with the Privacy Officer) or in writing at Privacy Officer, 6860 Century Avenue, West Tower, Mississauga, ON L2N 2W5

If we have not been able to satisfy your concerns, you have a right to complain to the Information and Privacy Commissioner of Ontario (IPC), who is responsible for making sure that privacy laws are followed in Ontario. Information about the IPC can be found at www.ipc.on.ca.