

Privacy & Confidentiality Rights



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Training Objectives:

- ✓ What is PIPEDA?
- ✓ How does PIPEDA affect me?
- ✓ How does PIPEDA apply to Alternatives?
- ✓ How do I inquire/complain?

What is PIPEDA?

PIPEDA

The ***Personal Information Protection and Electronic Documents Act (PIPED)*** is a Canadian law relating to data privacy . It tells organizations how to collect, use and disclose personal information while conducting business.



How does PIPEDA affect me?

Under this Act you have the following rights:

- 1) know why Alternatives collects, uses or discloses your personal information;



How does PIPEDA affect me? (con't)

2) expect Alternatives to collect, use or disclose your personal information reasonably and appropriately, and not use the information for any purpose other than that to which they have consented;

I understand that the information will be limited to verbal and written correspondence relevant to, and necessary for the provision of service and programming requested of *ALTERNATIVES COMMUNITY PROGRAM SERVICES (PETERBOROUGH) INC.*

OR

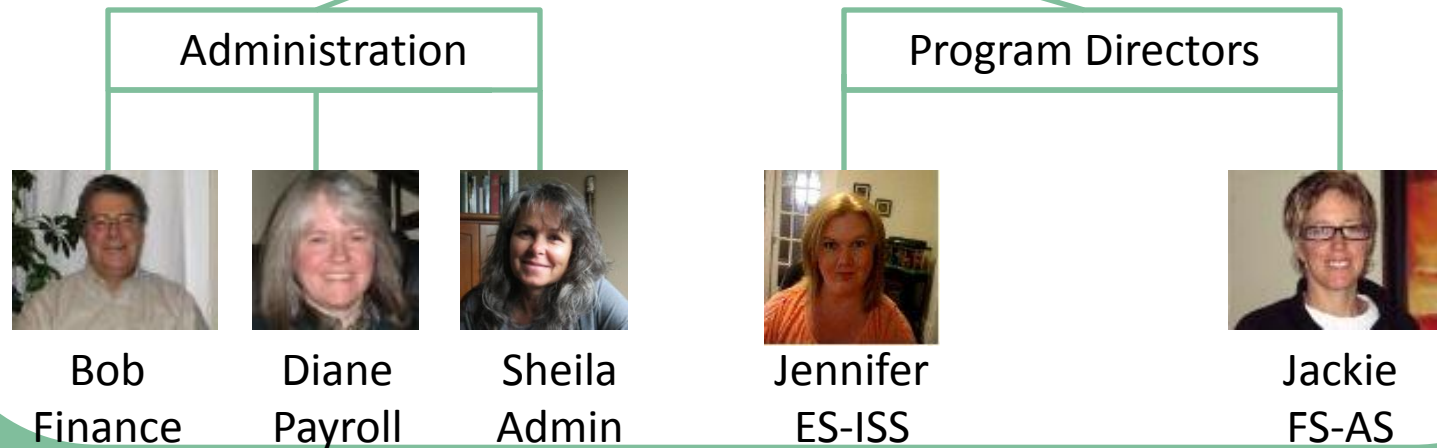
I understand that only the following information will be released. (Please specify)

How does PIPEDA affect me? (con't)

3) know who in Alternatives is responsible for protecting your personal information;



Vikki
Executive Director



How does PIPEDA affect me? (con't)

4) expect Alternatives to protect your personal information by taking appropriate security measures;



How does PIPEDA affect me? (con't)

5) expect your personal information that Alternatives keeps to be accurate, complete and up-to-date;



How does PIPEDA affect me? (con't)

6) obtain access to your personal information and ask for corrections if necessary;



How does PIPEDA affect me? (con't)

7) inquire or complain about how Alternatives handles your personal information if you feel your privacy rights have not been respected.



How does PIPEDA apply to Alternatives?

The law requires Alternatives to:

- obtain consent when we collect, use or disclose your personal information;
- supply you with our service even if you refuse consent for the collection, use or disclosure of your personal information unless that information is essential to the service;
- collect information by fair and lawful means;
- have personal information policies that are clear, understandable and readily available

Your privacy
is important to us...



How do I inquire/complain?

Step 1: Talk to your Support Worker

Step 2: Talk to the Program Director or the Executive Director

Step 3: Launch a complaint confidentially by completing a complaint card and filing it in the box provided at both our locations...if the problems do not get resolved...

Step 4: File a formal complaint with the Privacy Commissioner of Ontario;

Privacy Commissioner Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8