

Your Right to See and Access Your Personal Health Information

- You have the right to see any part of your personal information and to ask for copies of this information. There are some exceptions that may apply if we cannot give you access to your personal information. In these cases we will let you know why. If your parent or guardian would like to see your information, they will need your consent unless you are under 12 years of age or unless you cannot be reached and you are under 16 years of age and have not indicated you wish confidential counselling. We will respond to your request within 30 days.
 - If you would like to look at your personal information, or if you believe that some information in your file is not correct and you want it corrected, or have a complaint regarding a breach of privacy, please make a written request to the YouthLink Privacy Officer at the email address or head office address below.
 - If we do not agree with the correction you request, you may write a notice of disagreement which we will put in your file.
 - If you have a question about the privacy of your personal information, we encourage you to discuss this with one of our staff or the YouthLink Privacy Officer, who can be reached by email at:
privacyofficer@youthlink.ca
- or through our head office:
636 Kennedy Road, Scarborough,
Ontario M1K 2B3

More information is available from:

**The Information and Privacy
Commissioner of Ontario**
2 Bloor Street East, Suite 1400
Toronto, Ontario
M4W 1A8
416-326-3333 or 1-800-387-0073
Fax: 416-325-9195

Or

**The Information and Privacy
Commissioner of Canada**
112 Kent Street
Ottawa, Ontario
K1A 1H3
613-995-8210
1-800-282-1376
Fax: 613-947-6850
www.privcom.gc.ca

YouthLink

636 Kennedy Road
Scarborough, Ontario
M1K 2B3

Phone: 416-967-1773
Fax: 416-967-7515
www.youthlink.ca



Privacy and Confidentiality of Personal Health Information for Service Participants of YouthLink

**At YouthLink we believe in
respecting
and protecting your privacy.**

**We would like to tell you about
how and when we collect,
use and
disclose your
personal health information.**

Allowing us to Collect Your Personal Health Information

- Keeping your personal information private is an important part of the service we offer you. We believe in collecting, using and sharing your personal information responsibly. We only collect this information from you, and with your consent, except when you have said it's OK to get this information from someone else.
- When we collect information from you, it may include personal information that is not related to your health.
- You are free to take away your consent at any time about a particular piece of personal or health information, but this may make it harder for us to help you.
- We only ask you for information that we think will help us to provide you with good services. For example, we might ask you where you've had help before, who has given you help, or we might ask you questions about your health. If we want information about anything else, you will also be asked if you agree to this. You can always decide if you want to give us information or not.
- We are required by law to make notes on our contacts with you. This information can be on paper or on a computer. It could include things like an assessment, your counselling plan, consent forms, contact notes, letters and faxes. You have rights around how you can look at this or get a copy of this.

Collecting and Using Your Personal Health Information

- We collect and use your personal information to help you with working out how we can best help you, plan with you, and offer you counseling. It also helps us see if things are changing for you, to give information to other professionals if you want and to make sure we're doing our best to keep you safe. If we ever want to use your information for something new, we will ask you first. Only staff involved with your care will have access to your personal health information.
- If we think you are high risk, we will let you know this. We'll also work with you to help make things less risky for you.
- YouthLink staff that see your personal information know that it is very private. They have been trained in how to use it and keep it safe.
- We keep your information safe by keeping your paper file locked up and in a restricted area. Our computers are also in restricted areas and are password protected. If your information leaves our offices, it is protected by one of the following methods: transferring it in sealed envelopes or boxes, sending it through a direct fax line, removing all information that may identify you, or through encryption.

Disclosing Your Personal Health Information

Keeping and Destroying Your Personal Health Information

- We keep your personal information after you complete services with us so we can answer questions you may have in the future. We also keep it so that we can answer questions from our funders or others that we are accountable to, such as our accreditation body, the Canadian Centre for Accreditation. However, we do not release your personal information to them if you do not agree to this.
- We keep your personal information as long as required by law and in accordance with our privacy policy.
- We destroy paper files containing your personal information by shredding them. Electronic files are deleted.

Your personal information will never be given to anyone outside YouthLink without your consent (or if you are incapable of making this decision, without your parent/guardian's consent) other than in three situations: 1) where there is a risk that someone will suffer serious bodily harm; 2) where there is a legal or administrative requirement for us to do so, such as when there is a child abuse concern or a court order, or a need for us to provide information for management or funding of our programs, and then we will only release information that is necessary; 3) if you are under 16, your parent can request information without your consent unless you have requested that your parent not be involved in your work with us or you have told us that you do not want your information released to your parent. Even if you have not requested confidential counselling, we will attempt to reach you to get your consent.