



CHOICES PRIVACY STATEMENT

For the purposes of this statement, the term “you/your” is used to refer to the person who is seeking/receiving services and/ or the guardian/caregiver of the individual involved.

YOUR PRIVACY IS IMPORTANT

Choices is committed to meeting the highest standard of ethics with respect to the collection, use, security and disclosure of your personal information. We are committed to meeting or exceeding the privacy standards established by relevant legislation, including the Child, Youth and Family Services Act, 2017 (CYFSA) and Ontario’s Personal Health Information Protection Act, 2004 (PHIPA) and the Freedom of Information and Protection of Privacy Act (FIPPA). We recognize that protecting your privacy is an essential part of our commitment to quality service. Choices follows a person-centered approach, ensuring that any sharing of personal information uses the least intrusive and least restrictive method necessary to support safety and quality of care. As part of this commitment, we believe that the people supported should know what personal information we collect, how we use it, how we protect it, and how to contact us if you have questions about the handling of your personal information at Choices. We only collect information that is necessary to provide services and meet legal and operational requirements.

THE INFORMATION WE COLLECT

Personal information is any information that can be used to distinguish, identify or contact a specific individual. It includes such items as your name, address, gender, age, health card number, social insurance number, health status (physical, behavioural, emotional and developmental), personal/family information, and information about services. This information can include your opinions or beliefs, as well as facts about or related to you. It also includes information about your eligibility for accessing services.

HOW WE USE THE INFORMATION

The use of information may vary, depending upon you and the nature of your relationships with Choices. Choices collects personal information for the following purposes:

1. To determine your eligibility for services.
2. To determine your needs and the services required, to determine how best to support you based on your needs and preferences.
3. If Choices is only able to address some of your needs, to identify a service provider to respond to these needs, and to monitor your status with respect to accessing those services.
4. To assist with planning for services.
5. For quality assurance purposes, including feedback on how effective and helpful our services have been, to allow us to improve our services.
6. To comply with all legal and regulatory requirements.
7. To contact you regarding upcoming events, activities, and programs that may be of interest.

We use anonymous information for reporting to the Ministry of Children, Community and Social Services and other stakeholders.

We may also use anonymous information for planning, research, and program evaluation purposes, and for education and professional development of our staff. If we should want to use your specific information, or to identify you in any way, we will only do so if we have your permission and consent.

HOW WE SHARE THE INFORMATION



By requesting or receiving services, you provide implied consent for the collection, use, and disclosure of your personal information for purposes related to your care and support, in accordance with applicable legislation.

We do not share your personal information with anyone outside of Choices and our agents (e.g. legal counsel) without your consent, unless necessary for legal reasons. If you are not able to provide consent, Choices will seek consent from your legally authorized Substitute Decision-Maker (SDM) in accordance with PHIPA. Consent may be implied or expressed. Consent may be provided orally or in writing. Implied consent means information may be shared with members of your support team when it is reasonably necessary for your support, while express consent means Choices must obtain your clear verbal or written permission before sharing information for any purpose not outlined in this statement. You may withdraw your consent at any time, subject to legal or contractual limitations. Withdrawal of consent may impact our ability to provide services.

With your consent, we may share information with third parties, including:

1. Other agencies, professionals, schools, hospitals and others who are involved in your care, education and treatment.
2. Other agencies and professionals who provide services and supports that may be able to respond to your needs.
3. Other individuals you identify as contacts, such as family members or friends.

We may disclose information without your consent if:

1. Legally necessary and ordered by a subpoena; or required to notify authorities in situations of suspected abuse, neglect or imminent harm.
2. Required by the Ministry of Children, Community and Social Services.

SAFEGUARDS AND SECURITY

Choices is committed to protecting the privacy, confidentiality and security of your personal information in any form. We store personal information in paper or electronic files. We protect these files by physical and electronic security measures appropriate to the nature of the information, and we allow access only by authorized personnel.

We have implemented physical, technical and administrative safeguards. Examples of our safeguards include: mandatory confidentiality agreements for our staff, mandatory privacy policies and training, locked premises and numerous technical safeguards for our computers. The safeguards help protect personal information against unauthorized access, use and disclosure. Where email or other electronic communication is used at your request, Choices will take reasonable precautions; however, we cannot guarantee the security of information transmitted electronically.

In the event of a privacy breach, Choices will take appropriate steps to contain the breach, notify affected individuals where required, and comply with reporting obligations.

RETENTION OF PERSONAL INFORMATION

We retain personal information in accordance with applicable legislation and organizational policies. In most cases, personal information is retained for a minimum of 7 years after services end, or longer if required by law or operational needs.

ACCURACY OF PERSONAL INFORMATION

You have the right to request a change or amendment to your personal information if you believe the information in your file is inaccurate or incomplete.

ACCESS TO PERSONAL INFORMATION

You have the right to access your personal information and to correct the information if it is shown to be inaccurate. We have specific policies and procedures concerning access and disclosure of personal information. You may also request access to your information by making a written request

Privacy Statement lasted updated May 2026



to the Program Manager/delegate managing your supports. If you request copies of reports or information in your file, you may be required to pay a fee, depending upon the nature and extent of the information requested.

QUESTIONS/CONCERNS

You have the right to inquire or complain if you have concerns about the way we handle your personal information. All privacy concerns will be reviewed by a Program Manager or designate, and you will receive a response outlining the findings and any actions taken. If you have questions or concerns about privacy at Choices, please contact:

Choices
459 Ofield Rd. S.
Dundas, ON L9H 6P3
905-628-6147

If your inquiry or complaint is not resolved to your satisfaction by us, you may wish to contact the Information and Privacy Commissioner of Ontario.

Information & Privacy Commissioner/Ontario
80 Bloor Street West, Suite 1700
Toronto, ON M5S 2V1 1-800-387-0073
416-326-3333
commissioner@ipc.on.ca