

PRIVACY POLICY

Southwest Counselling Services are pleased to be a provider of service for you, your child, and/or your family. We are committed to protecting the privacy of your personal information and have developed policies and procedures in compliance with the *Personal Information and Protection and Electronic Documents Act, 2004* (PIPEDA) and the *Personal Health Information and Protection Act, 2004*.

We would like to take this opportunity to inform you about the personal information that we collect, how it is used, and how we protect its confidentiality and your rights in respect of this information:

The nature of personal information we collect may include:

- Information required to maintain a working file according to the standards of our profession and the Ontario College of Social Workers and Social Service Workers (OCSWSSW) such as your name, address, phone numbers, date of birth, other contact information, names of others who are significant to your situation (family, your doctor, and other professionals) and sometimes their contact information. We also collect information about our work together and this would include notes detailed enough to reflect the scope of the work and our actions in this regard, any correspondence sent or received, any consents or other documents you have signed, copies of papers you have given us, and other documentation particular to the nature of our involvement.
- Information necessary for billing purposes which may include information about your health insurance plans, information collected to comply with the policies of your Employee Assistance Program and their standards, information about other third party payers, copies of all receipts given to you including copies of electronic payments, copies of invoices, and billing records.
- Information related to the scheduling of appointments with you.

We collect this information for the following reasons:

- To maintain a clinical file or working file that meets the standards of our profession and the OCSWSSW.
- To provide this service for you in a manner that ensures your safety.
- To maintain a high standard of professionalism in the provision of service.
- To assist in the process of billing for our services.
- To meet other legal and regulatory requirements.

- To maintain records pertaining to the operations of a business and to make these records available if requested.

There may be times when we ask you if we may speak with others about you and your situation. There will be times when you may ask us to do this as well. On these occasions, we will always discuss this information-sharing with you and we will look at the benefits and consequences of speaking to others about your situation. We would then ask for your informed, written consent for us to share your information.