

Our Place Family Resource and Early Years Centre Privacy Policy



Our commitment to your privacy.

Our Place Family Resource and Early Years Centre (Our Place) is committed to protecting the privacy of its members, volunteers, community and individuals about and from whom we collect personal information. Our Place only uses this information in order to carry on the work of Our Place, that is in supporting families.

We recognize that information is precious, and our member and our community trust us to treat that information appropriately. Our Place's Privacy Policy encompasses our organization's commitment to your privacy. This Privacy Policy describes how personal information is processed and used. We promise that we will take steps to use your personal information only in ways that are compatible with this Privacy Policy.

The Our Place Family Resource and Early Years Centre Privacy Policy complies with the provisions of the *Personal Information Protection and Electronic Documents Act* (PIPEDA).

Purpose statement

We collect and use personal data in order to better meet your service needs, to ensure the safety of our participants, for statistical purposes, to inform you about Our Place Family Resource and Early Years Centre's program or service in which you are registered, and to satisfy government and regulatory obligations. You may also hear from us periodically about other early years programs, services and opportunities that may interest and benefit you.

We do not, and will not, sell or rent personal information we collect. We will not disclose your personal information to anyone else without your prior knowledge or consent, except when required by a government body or agency, or as permitted by law.

Policy:

Our Place Family Resource and Early Years Centre adheres to the following key principles:

Accountability

Our Place, Family Resource and Early Years Centre is responsible for personal information under our control and will designate an individual who is responsible for the organization's compliance with PIPEDA.

Identification of Purpose

Our Place will identify the purposes for which personal information is collected at or before the time the information is collected.

Consent

Our Place will require an individual to know about and to consent to the collection, use and disclosure of information. Your permission may be expressed in writing or be implied, and you may give it to us verbally or electronically.

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Our Place Family Resource and Early Years Centre, in keeping with our Mission and Vision, believes in the development of healthy, confident children. For children under 12 years of age, we will obtain permission from a parent or legal guardian to collect and use personally identifiable information about a child.

Limiting Collection, Limiting Use, Disclosure and Retention

Our Place will explain how it intends to use personal information either before or when the information is collected. The information collected will be limited to that which is needed for purposes consistent with our programs and services, and we will only use it for those purposes. Information shall be collected by fair and lawful means.

We will obtain consent if we wish to use the information for any other purpose and before collecting information from third parties, if required.

Our Place will not disclose personal information for purposes other than those for which it was collected.

We may provide personal information to other persons or organizations:

- Where we have the consent of the individual
- Where we are required or permitted to do so by law

Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

Accuracy

Our Place will endeavour to ensure that personal information is as accurate, complete and up to date as is necessary for the purposes for which it is being used.

You are entitled to seek a correction of your personal information if you believe that the information in our possession is not correct. If your personal information is inaccurate or incomplete, we will make the necessary changes.

Safeguards

Our Place will protect personal information with appropriate safeguards and security measures. We will retain personal information only for the time it is required for the purposes that we explained. We will apply safeguards to the disposal or destruction of personal information.

Our Place Family Resource and Early Years Centre maintains physical, electronic and administrative safeguards that are appropriate to the type of personal information we obtain from you.

Our Place Family Resource and Early Years Centre staff and volunteers having access to personal data are required to respect the confidentiality of personal information and handle it responsibly.

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Openness

Our Place will make the information about its policies and practices regarding the management of personal information available to individuals, upon request.

Individual Access

Our Place will inform an individual about the existence, use and disclosure of personal information and give access to the personal information upon request.

Challenging Compliance

Our Place will have a policy explaining the options for refusing or withdrawing consent to the collection, use and release of personal information.

If you have a complaint or concern about Our Place Family Resource and Early Years Centre's information handling practices, we encourage you to talk to us. We will investigate and respond to concerns about any aspect of our handling of personal information. In most cases, discussing your concern with a Manager at our Centre will address your concern. We will investigate and respond to concerns about any aspect of our handling of personal information.

If the problem is not resolved to your satisfaction, you can contact The Information and Privacy Commissioner / Ontario (IPC). You will be asked to provide the following information in writing:

- Your name, address or fax number where you prefer to be reached;
- Nature of your complaint, relevant details, and what you would like us to do;
- Name of the early years centre staff with whom you have already discussed the issue.

The Information and Privacy Commissioner / Ontario (IPC) will investigate and assist with resolving your concern.

Our Place Family Resource and Early Years Centre appoints the Executive Director as its Privacy Compliance Officer.

Our Place Family Resource and Early Years Centre regularly reviews its policies and procedures to ensure we remain current with changing laws and evolving public expectations.