



NATIVE CHILD
AND FAMILY SERVICES
OF TORONTO

STATEMENT ABOUT PRIVACY AND THE COLLECTION OF PERSONAL INFORMATION

In order to fulfil our mandate as a provider of holistic healing services and child welfare services it is necessary for Native Child and Family Services of Toronto to collect and store individual personal information. In accordance with the CYFSA, NCFST has developed written policies guiding the collection, retention, protection, and disposal of personal information (and in the unlikely event that we experience an information breach) to protect the community members involved in our programs and services. Any personal information you provide to us including (and similar to) your name, address, telephone number and e-mail address will not be released, sold, or rented to any entities or individuals outside of Native Child and Family Services of Toronto without consent. In addition, we require all current and former employees to receive confidentiality training with respect to information they may obtain pertaining to our operations, employee information, as well as the personal information of community members involved in our programs and services.

If you have used our Child Welfare Services you have a right to access your file to either view or correct its' contents. To do so, please make a written request attention to our Intake and Screening Department at 30 College St, Toronto, ON, M5G 1K2, or by phoning 416-969-8510. You must provide your full name, any alternate names, and date of birth. If you provide an address where we can send mail or a phone number where you can be reached, you will receive a response within 30 days.

If you feel your privacy rights have not been upheld by NCFST or you have been denied access to your written child welfare case file you can contact the office of the Information and Privacy Commissioner of Ontario to file a complaint at 2 Bloor St E, Suite 1400, Toronto, Ontario. The IPC can also be reached by phone at 416-326-3333.

In the case that you have a question or concern about your privacy please send an email to NCFST's privacy lead, **Anne Riley, Manager of Quality Assurance and Decolonization Outcome Measurement** at ariley@nativechild.org.