Wayside House of Hamilton is dedicated to protecting the privacy of your personal information.

**1. We are accountable for your personal information.** Wayside House is responsible for your personal information that we collect, hold, use, disclose or destroy. We have policies in place to maintain your privacy and confidentiality.

**2. We are clear about the reasons we collect information from you.** Wayside House collects personal information from you in order to provide you with quality service(s) and to comply with legislative requirements, or to meet the expectations of our funders.

**3. We ask for your consent to collect, use, and disclose your personal information.** Wayside House will either obtain consent through a written agreement to disclose information or use implied consent, meaning that consent is assumed if you contact us for services, provide us with information and then make use of the service(s).

**4. We limit the collection of your personal information.** Wayside House will only collect personal information that is necessary to provide you with quality service(s) and that is required for funding and legal purposes.

**5. We limit the use and disclosure of your personal information to the purposes that you provided it for, unless we are requires to do otherwise as part of our ethical duty or when compelled by law.** Wayside House will only use or disclose your personal information for the purposes of providing you with quality service(s), unless we are required by ethical duty or law to do otherwise.

**6. We work in a team environment.** Wayside House may share your information amongst staff members and students that are involved with providing service(s) to you, in order for you to receive quality care.

**7. We will strive to ensure that your personal information is accurate.** Wayside House will do what is seen as reasonably necessary to ensure that your personal information is up-to-date and accurate. It is up to you to notify us if you move or change phone numbers.

**8. We take the necessary steps to protect your personal information.**  Wayside House ensures that the necessary steps are taken to keep the personal information we hold about you private and confidential.

**9. We believe in being open and you can ask us about our privacy policies and procedures.** Wayside House staff, upon request, will provide you with information on our policies and procedures in regards to keeping your personal information private and confidential, within one (1) business day.

**10. You have a right know the personal information that we have about you and can request to see your file.** You have the right to make a request to access the personal information contained in your file. You make this request in writing to the appropriate staff member. Your request will be followed up within a reasonable time, which will not exceed three (3) business days.

**11. We will reply to your inquiries and concerns.** In the event that you have questions or concerns regarding privacy or confidentiality please contact Wayside House’s Privacy Officer:

**Regan Anderson, Chief Executive Officer Information and Privacy Commissioner/ Ontario**

**15 Charlton Ave. W. Hamilton, ON, L8P 2B8 2 Bloor Street East, Suite 1400**

**905-528-8969 Toronto ON M4W 1A8**

**toll free 1-800-387-0073**