

Counselling & Disability Services (“CDS”) Client Privacy Statement

What types of personal health information do we collect from you?

We collect only personal and health information we reasonably need to provide counselling and disability care to you and as is allowed under the authority of the *Personal Health Information Protection Act, 2004* (S.O. 2004, c. 3 Sched. A, s. 29) or other privacy legislation that may apply: your name, birth particulars, contact information (addresses, emergency contacts), and academic status (faculty, year of study). As part of our intake procedure, we may ask you to complete a questionnaire to better understand your situation. We may also ask you to allow us to collect information from other professionals with whom you have been involved previously.

What are the uses or purposes for the personal health information you collect from me?

We need information to provide counselling and disability services to you and for administrative purposes, and CDS staff and counsellors may use it to consult with each other to improve the quality of the service provided to you.

We also store aggregate personal information in our electronic database for the purpose of collating demographic, intake and session information, monitoring progress and summarizing our services. We use such group data (not the names of our clients) to provide statistical data to *York University* administration or to write reports about our services.

What types of entities may receive the personal health information I give you (if it is shared)?

With very few exceptions, your information will not be disclosed to anyone outside CDS without your consent. The exceptions include circumstances where disclosure to authorities is allowed by our profession's ethical standards or required by law, for example:

- if there is reason to believe that there is a significant risk of bodily harm to the client or others
- in the case of apparent, reported, suspected or potential child abuse or neglect
- in response to a court order or summons for records or testimony
- if clients report sexual abuse by a Regulated Health Care Professional
- as part of the regulatory activities of the College of Psychologists, Social Workers or Nurses to protect the public interest.
- for the purpose of contacting a relative, friend or potential substitute decision-maker if the client is injured, incapacitated, or ill and unable to give consent personally
- for the purpose of a proceeding or a contemplated proceeding in which CDS is expected to be a party or a witness if the information relates to or is a matter in issue in the proceeding.

The external parties in the examples above have their own strict privacy obligations and we will make every effort to protect your privacy in these instances.

How long do you keep my personal health information?

We usually maintain client records for fifteen years after the date of last contact, unless there are extenuating circumstances which require us to maintain the records for longer (e.g., if required to respond to legal action).

How can I limit the use of my personal health information?

When giving us permission to disclose information about you, you may limit what we disclose. However, if the information you do not want disclosed is clearly needed by the person receiving the information to provide you with appropriate service, we are required by law to inform the person receiving the information that you have refused consent to provide some necessary information.

How can I exercise my access rights?

With only a few exceptions, you have the right to see your record of service, and to request copies of information in your record. Exceptions include the possibility of harm to you or someone else, and confidential information in the record about a person other than yourself.

How can I correct the information in my record?

If you believe that information in your record is not accurate, you may request that we correct it. If we do not agree with the correction you request, you may file a notice of disagreement into your record.

For more information or to file a complaint

The *CDS Privacy and Information Practices* document is available at: www.yorku.ca/cds/privacy

If you have any questions about the collection, use or disclosure of personal information by CDS, or would like to obtain access, request a correction of a record of your personal health information held by CDS, or file a complaint, please contact:

CDS Privacy Officer E-mail: cdspriv@yorku.ca
Tel: 416-736-5297

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