

Carizon Family and Community Services is committed to protecting your privacy.

To provide you with the best possible care, it is essential that we have access to your personal information and personal health information.

We collect, use, disclose, retain and protect your personal information and personal health information under the Personal Information Protection and Electronic Documents Act and the Personal Health Information Protection Act.

#### HOW TO CONTACT US

For more information about our privacy protection practices, or to raise a concern you have with our practices, please contact:

Privacy Officer  
Carizon Family and Community Services  
400 Queen Street South  
Kitchener, ON N2G 1W7  
E-mail: [privacy@carizon.ca](mailto:privacy@carizon.ca)

You have the right to complain to the Information and Privacy Commissioner if you think we have violated your rights.

For concerns re your Personal Health Information, contact:  
Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
Phone: 416-326-3333  
If long distance (within Ontario):  
1-800-387-0073  
Website: [www.ipc.on.ca](http://www.ipc.on.ca)  
E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)

For concerns re your Personal Information, contact:  
Office of the Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau, Quebec K1A 1H3  
Toll-free: 1-800-282-1376  
Phone: (819) 994-5444  
Fax: (819) 994-5424  
TTY: (819) 994-6591  
<https://www.priv.gc.ca/>

# CARIZON

family + community services

## Our Privacy Commitment

### Collection of Information

As a necessary part of carrying out our work, Carizon Family and Community Services collects and uses related personal and personal health information. Carizon is committed to protecting and securing the information entrusted to us, and we comply with all privacy laws related to this.

### Use of Information

We use the information we collect from you only to:

- Ensure we can contact you
- Provide you with agreed-on services
- Understand your needs
- Develop, enhance, market and provide our services
- Maintain accountability as a service provider
- Meet legal and regulatory requirements

### Disclosure of Information

We will not disclose your information to any third party without consent except where required by law, where failure to do so might result in serious injury or death of self or others, or where there is knowledge or suspicion of child abuse.

### Protection of Information

- We protect your information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- Only authorized personnel may have access to your information.
- We conduct audits to monitor and manage our privacy and confidentiality practices.

