

# KNOW YOUR RIGHTS

Starting January 1, 2020, if you or your family have received help or support from a children's aid society, group home, or other child and family service provider in Ontario, you have the right to see and ask for corrections to your personal information in your file. Under Ontario's child and family services law, service providers must let you know how your personal information will be used and tell you how they might share it. They must also make sure any personal information they get from you stays private and let you know if it has been lost, shared, stolen, or viewed when it should not be.

People of any age can ask to see or make corrections to the personal information in their file.

It is free to ask for a copy of your information. In most cases, service providers must get back to you in 30 days.

## Who to Contact

### Payukotayno Privacy Officer

If you have a question or concern about your privacy, please contact our Privacy Officer at 1-705-336-2229 or [privacyofficer@payukotayno.ca](mailto:privacyofficer@payukotayno.ca)

The Privacy Officer is here to assist you with answering questions about the collection, use and disclosure of your personal information as well as any necessary corrections. They are also your first point of contact if you have concerns about your privacy or would like to make a complaint.

Should you wish to request access to your personal information please fill out the necessary request form found on our website or contact the Privacy Officer for assistance.



Information and Privacy  
Commissioner of Ontario  
Commissaire à l'information et à la  
protection de la vie privée de l'Ontario

The IPC can also address any concerns or complaints you may have with Payukotayno's collection, use or disclosure of your personal information. If you have a question or concern about your privacy and would like to speak with the Commissioner's officer directly, they can be reached at:

2 Bloor Street East, Suite 1400 Toronto, ON  
Phone: (416) 326-3333 / 1-800-387-0073 TDD/TTY:  
416-325-7539  
[www.ipc.on.ca](http://www.ipc.on.ca)  
[info@ipc.on.ca](mailto:info@ipc.on.ca)

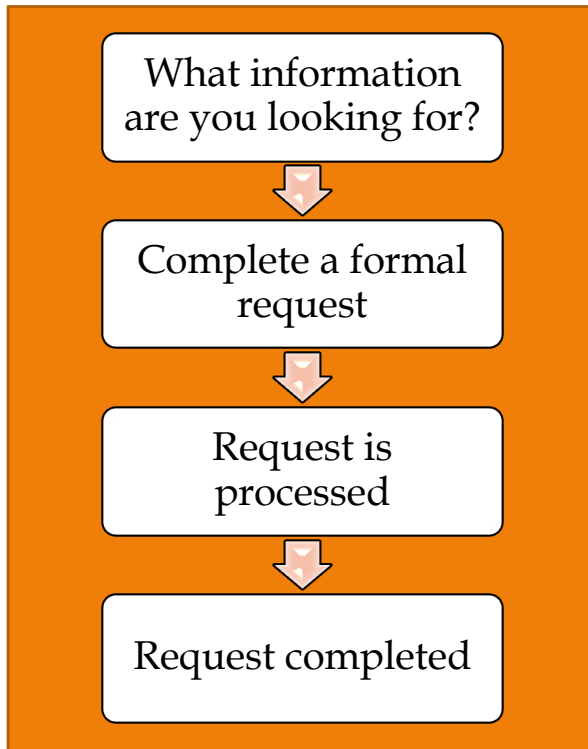


Payukotayno  
James & Hudson Bay Family  
Services

Privacy and Rights  
to Access

*CYFSA Part X*

## How to Make a Request



You have questions about your experiences, or the information collected on you by the agency. Simply, complete a request form which can be found on our website, at our offices or sent to you by a member of our Screening Department. Are you currently involved with the agency? Ask your worker to assist you in accessing this form.

Once you have submitted your request it is reviewed by our Privacy Officer. You will be contacted if there are any issues and to confirm it has been received.

Our disclosure team will then begin working on your request. You will have your information within 30 days unless otherwise notified.



## What Will I Receive?

Depending on the type of request you have made, the information you receive can vary.

Every effort will be made to locate personal information held by the agency. This can include extracting your information from larger records, redacted records, or full access.

You have a right to access YOUR personal information, however there are some exceptions to the information you can receive due to protecting other individual's personal information and safety.

## Consents

Should you wish to see complete records that include other family members personal information, this is called a 'disclosure'. For us to release personal information to an individual other than the one who's information it is we must have a consent to do so unless required by law. These forms can be found along with the Request Forms.

## How Will I Receive This?

Methods to receive information vary. We make every effort to ensure that the information is protected and delivered to you without interference.

## My Information Is Wrong

Once you have received the requested information you are able to make a request for corrections should you identify misinformation.

This request can be made by completing the Correction Form in which you will be asked for the correct information.

There are certain circumstances in which the information will not be corrected, however, you will be informed of this and the reasoning behind the decision.

If you still believe the information should be corrected, you have the right to contact the Information and Privacy Commissioner of Ontario to make a complaint. The complaint form can be filled out at [www.ipc.on.ca](http://www.ipc.on.ca).

## My Information Has Been Used, Lost, Stolen or Shared Without My Permission...

Report this to the Privacy Officer at Payukotayno by contacting:

1-705-336-2229 or

[privacyofficer@payukotayno.ca](mailto:privacyofficer@payukotayno.ca)

An investigation will take place to address your concerns. If a breach occurred, you will be notified of the steps taken to address the incident.