



Privacy Notice*

House of Friendship is committed to protecting individual privacy and the confidentiality of the personal information it holds.

We make every effort to ensure that all of your information is recorded accurately. Please let us know if there is something that is incorrect so that we can make the correction.

OUR PRACTICES

We collect, use and disclose (meaning share) your information in a limited way. Information is stored in our secure database and access to this information is limited to:

- House of Friendship employees, volunteers and students;
- Partner service providers expressly for the delivery of service;

Your information will only be used to:

- Deliver our program
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Provide appointment information/reminders to you
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Dispose of your information
- Conduct research (subject to certain rules)
- Compile statistics
- Allow for the analysis, administration and management of our system
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

* This Privacy Notice applies to our programs and activities which are NOT governed by the Personal Health Information Protection Act (PHIPA). Please see <https://houseoffriendship.org/privacy-policy/> for the Personal Health Information Privacy Notice.

Our collection, use and disclosure (sharing) of your personal information is done in accordance with Ontario law.

FOR MORE INFORMATION OR COMPLAINTS

We encourage you to contact us with any questions or concerns you might have about our privacy practices. You can reach **our Privacy Officer at: 519-742-8327 ext. 278.**

Further information on privacy and your rights regarding your personal information may be found on the website of the Privacy Commissioner of Canada at <https://www.priv.gc.ca/en>

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