



KDCHC Privacy Policy – Summary for Clients

The Kitchener Downtown Community Health Centre is committed to the privacy of the information we collect from you. We need to collect personal information from you in order to support you, provide services here at the Centre and as appropriate, in the community.

KDCHC has a Client Privacy policy that outlines in detail how we collect and use your personal information. We will tell you why we are collecting the information and what we are using it to do. We also have many other policies that are designed to protect the information you give to us. All staff, students and volunteers sign a confidentiality agreement. Our staff will only see and use information that is required for them to do their job.

We use the information you give us to:

- Provide service and support both at KDCHC and with services in the community. This includes working together with others outside KDCHC to support your needs and your care (again when that is appropriate)
- Ensure that we are providing quality service, including quality improvement work and Accreditation requirements
- Report data (without client identifiers such as name, health issues, address etc) to funders such as the Ministry of Health and Long Term Care, the Waterloo Wellington Local Health Integration Network and to other partners that we work with in the community and the province.

You can ask for a copy of our Privacy policy from any staff member or find it on our website www.kdchc.org.

Should you have a question about your information, or believe that there has been a breach of privacy related to your information, you can contact the Privacy Officer (Director of Community Programs and Engagement) at extension 212.

Office of the Information and Privacy Commissioner of Ontario (IPC)

You are also welcomed to contact the Office of the Information and Privacy Commissioner of Ontario for information related to privacy, legislation on Privacy and to make direct complaints to the Commissioner.

Mailing Address: 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8

Email address to reach the IPC or the Commissioner: info@ipc.on.ca

Phone Numbers:

Toronto Area: 416-326-3333

Long distance: 1-800-387-0073

TDD/TTY: 416-325-7539

Fax: 416-325-9195

Website address: www.ipc.on.ca