

PRIVACY POLICY

Port City Counselling Services INC. is committed to protecting the privacy of the personal information that is collected from employees, clients, volunteers, donors, and other stakeholders. We strive to honor this trust by handling personal information in an ethical and conscientious manner. To this end, we desire to be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our service provision, fundraising events, donor contact, and other activities, we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that it will only be used for the purpose which it has been consented to. Our Privacy Policy is designed to comply with applicable privacy legislation in Canada. It is also designed to help individuals understand how their personal information is collected, stored, and used at PCCS.

Those individuals protected by this Privacy Policy include clients and prospective clients, volunteers, staff members, board members, and donors. This Privacy Policy applies only to information collected during the course of the provision of counselling services and/or activities relating to the operation of PCCS.

Privacy Practices

For Clients

All personal client information gathered by our organization is confidential. Our personnel are authorized to use personal information for only the purpose for which it was collected and for which you have consented. All our staff members are educated in the importance of confidentiality and must sign a confidentiality agreement.

For Employees, Volunteers, and Donors

In addition, PCCS appreciates the interest and investment of all our supporters. Our agency relies on your help to continue to offer services to children, families, and individuals in need. We treat your personal information with the same confidentiality that we do our client's. We do not rent, sell or trade our mailing lists. The information you provide will be used to provide tax receipts, to keep you informed about PCCS work within the community, and to keep you informed of events and fundraising opportunities in support of PCCS. If at any time you wish to be removed from our contact lists, simply email us at hello@portcitycounselling.ca

Storage of Records

The management and storage of all files is overseen by our Privacy Officer. Your files remain the property of PCCS and, unless required by law, will not be released to any outside parties without your written consent. If you wish to withdraw your consent, you may do so by contacting our Privacy Officer by emailing us at hello@portcitycounselling.ca

After services are terminated, files are secured in locked cabinets for the time dictated by law and will then be destroyed in a secure manner. If your request requires that we delete your registration information, we will no longer be able to provide you with the services or products for which you have subscribed. Cancellation will be subject to the terms and conditions of the services provided, as applicable.

Once personal information is no longer required to fulfill the identified purposes or other legal requirements, it will be destroyed, deleted or made anonymous. PCCS may use the services of external firms to assist us in communicating with individuals (e.g., surveys and mail distribution) or as a means of providing more effective and efficient services to these individuals (e.g., technology support). All of our external suppliers are contractually obligated to keep the information confidential, to use the information only for the purpose requested and to destroy the information when it is no longer required. Customer information is shared with external service providers only to the extent required for the provision of such services. Furthermore, PCCS does not sell personal information to a third-party organization.

Exceptions

As indicated, an individual's knowledge and consent is ordinarily required before PCCS is allowed to collect, use of or disclose his or her personal information. Thus, whenever possible, PCCS will obtain consent directly from the individual concerned at the time of collection and/or disclosure. By registering for a seminar, newsletter, presentation or access to our on-line information services, or by otherwise indicating approval, individuals consent to the collection and use of their personal information for the purposes identified in this Privacy Policy. After having provided consent, an individual has the right

PCCS cannot guarantee that private and confidential information will be protected from subpoenas, search or coroner's warrants, or from the need to report suspected child abuse as required by legislation in all provinces and territories in Canada. In situations where we believe there is a significant and

imminent risk of harm to self or others by a client, staff member, or volunteer, we may be required by law to notify authorities or persons at risk.

Safeguarding Personal Information

Personal information, whatever its form, will be protected by security safeguards appropriate to the sensitivity of the information. The safeguards will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. The measures of protection include:

- Physical measures (e.g. locking filing cabinets and restricted access to offices)
- Organizational measures (e.g. limiting access to the personal information on a “need-to-know” basis)
- Technological measures (e.g. the use of passwords and encryption)
- Procedural measures (e.g. the shredding of sensitive personal information)

6.3 Your Conduct

When using the OCS service, you have responsibility for:

- Attending to and meeting when you have your allocated time;
- Conducting your online communications in a way that will maximise your ability to benefit from it. (e.g. not be under the influence of drugs or alcohol, not be experiencing a state of crisis);
- Undertaking OCS in a way that will maximise your ability to benefit from it. (e.g. not be under the influence of drugs or alcohol, not be experiencing a state of crisis);
- Giving the OCS Counsellor relevant information in order for him/her to assist you; and,
- Be in a safe, private and secure environment in order to maximise the benefit of the OCS process. Treat the space and time that you have for online counselling as private and personal as you would a face-to-face session.

6.6 Your Use of OCS Electronic Communications.

You explicitly agree not to forward or copy email messages or other electronic communications from our online counsellors to other persons, except in circumstances where this has been agreed in advance by your OCS counsellor, and is done with written consent. You may not copy and paste bits of text or use the OCS counsellors advice out of context, or pass on the advice to a third party.

PCCS will not video or record any video sessions directly. According to the N.B. Personal Health Information Privacy and Access Act, it is illegal to record without express permission.

7 Investigation

PCCS may take steps, if necessary, to investigate any violation of these Terms of Use, including the recording of any communications or materials in its services.

8 Copyright and Intellectual Property

Material contained on the OCS website is copyright © PCCS. All other rights are reserved.

9. Privacy

You agree, as do online counsellors, to comply with the privacy policy in the Personal Health Information Privacy and Access Act of N.B. Details can be found at <http://www.info-priv-nb.ca/phipaa.asp>.