

Our Commitment to Respecting and Maintaining Your Privacy

**DURHAM REGION
UNEMPLOYED
HELP CENTRE**

What is personal information and what personal information does the DRUHC collect?

Personal information can be defined as any information that identifies you as a service user. Dependent upon the level of service that you access, the DRUHC will keep a record on file of any or all of the following personal information:

- Name, address, telephone number, email address, gender, level of education, date of birth; status of citizenship/marital/visual minority/disability
- Current and previous employment information, including wages
- Photo Identification
- Social Insurance Number
- Case Notes

Why does the DRUHC collect and store personal information?

When you use the services at the DRUHC, we are required under the terms of our government contract to collect personal information. This information is used to:

- Provide you with service
- Assess and assist with your ongoing employment needs
- Refer you to other community or government services if required
- Maintain contact with you

Our commitment to maintaining and respecting your personal information

In order to protect your personal information and right to privacy, DRUHC will:

- Not collect, use or disclose your personal information other than for the reasons identified. If DRUHC is going to use your personal information for another purpose, consent must be obtained
- Keep your personal information only as long as required by law or by contract, and ensure confidential shredding of your records
- Maintain your information as up-to-date as possible
- Respond to your requests for access to your stored information
- Ensure that employees and personnel with access to personal information abide by the confidentiality agreement set out by the DRUHC
- Ensure the safety and integrity of your information by enforcing safeguard measures to protect it from unauthorized access, disclosure, copying, use or modification.

For further information, please ask the front desk receptionist for the Ministry of Labour, Training and Skills Development's Notice of Collection and Consent.

How will the DRUHC obtain consent?

DRUHC will obtain your consent by the following:

- Expressed consent, written or verbal
- Implied consent, covering situations where the intended use or disclosure is obvious and the organization can assume with little or no risk that the individual is aware of and consents to the intended use or disclosure of their personal information

It is important for you to understand, that as a service user, you have a choice to share your personal information. You can refuse consent or withdraw previously given consent at any time through a written request. The DRUHC will respect your decision. However, refusing consent will result in service limitation or service denial.

Who will the DRUHC share your personal information with?

Routinely we will need to disclose your personal information to one or more third parties outside of the DRUHC. Third parties will/may include:

- Employers
- Service Canada
- Ministry of Labour, Training and Skills Development
- Citizenship and Immigration Canada
- Referral agencies
- Revenue Canada
- Employment ON Service Providers

Purpose of this Policy Document

This DRUHC privacy brochure is designed and publicly available to provide information to service users, employers, funders and community partners who benefit and/or contribute to our services. We trust this brochure will provide sufficient information on why personal information is collected, compiled, stored and maintained. We also wish to reassure our service users that we understand the need to protect and respect the data we collect and that every reasonable effort will be made to ensure the privacy of the data collected and that the use is limited to those listed within this brochure. If you have any concerns or questions please do not hesitate to speak to one of our staff.

For further information, please ask the front desk receptionist for the Ministry of Labour, Training and Skills Development's Notice of Collection and Consent.

Do you have any questions or concerns?

Oshawa Location
272 King Street East, Oshawa, Ontario, L1H 1C8
Phone: 905-579-1821 | Fax: 905-579-1857
Email: info@unemployedhelp.on.ca

Pickering Location
1410 Bayly Street, Unit 4, Pickering, Ontario, L1W 3R3
Phone: 905-420-4010 | Fax: 905-420-9854
Email: careadmin@unemployedhelp.on.ca

If you are requesting information from your files, please allow a maximum of 30 days after the date of receipt of the written request for a response. It is our commitment to respond as quickly as possible.