



## User Privacy Policy

*While completing the registration process on respitens.ca - consent is in order before application can move forward to proceed. We are committed to maintaining your confidence and trust. We recognize that protecting your privacy is an essential part of our commitment to quality service. As part of this commitment, we believe that individuals should be aware of personal information we collect, how we use it, how we protect it, and how to contact us if you have questions about the handling or your personal information.*

### **OWNERSHIP OF THE WEBSITE:**

**Respitens.ca** is operated independently by an organization in each region of Nova Scotia. This organization is considered the “host” agency for contracted services funded by the Department of Community Services. Each organization in regions of Western, Northern, Central, and Cape Breton has custody and control over the information within their local sites. They take accountability and responsibility of maintaining confidentiality. This must include following all applicable privacy laws. This database is operated in a manner that is PIPEDA and FIPPA (Nova Scotia Privacy) compliant.

### **THE INFORMATION WE COLLECT:**

Personal information is any information that can be used to distinguish, identify, or contact a specific individual. It includes such items as your name, address, gender, age, health status (physical, behavioural, emotional, and developmental), and personal/family information. This information can include your opinions about services.

If you choose to provide us with personal information (such as your name, address, e-mail or telephone number, it will (i) be treated as being private and confidential, (ii) be kept in a secure location accessible only by designated staff and (iii) be used only for the purposes outlined in the consent form and the privacy notice statement. A consent form (outlining the purposes for collecting the information) is required to be completed before submitting the information.

### **USE OF PERSONAL INFORMATION:**

**Respitens.ca** collects personal information for the following purposes:

- to facilitate the process of matching a respite provider with a family or agency requiring a respite support and/or services.
- to facilitate the process of referring you to, or applying for, respite programs and option(s);
- to facilitate both processes above.
- to contact you regarding upcoming events, activities and programs that may be of interest.
- to send you information, documents or forms required to keep your information up to date; and for quality assurance purposes, including feedback on how effective and helpful our services have been, to allow us to improve our services

In cases where you would like to be connected to respite programs or options, there will be a need to disclose the information to other respite agencies/service providers. Your request implies consent to forward your information to these agencies. [2](#)

We use anonymous information for annual reporting to the Ministry of Children and Youth Services and/or Ministry of Community and Social Services. We may also use anonymous information for planning, research, and program evaluation purposes, and for education and professional development of our staff. Such information summaries will not include personal identifiers (e.g., name, address, phone number, etc). If we should want to use your specific information, or to identify you in any way, we will only do so if we have your permission and consent.

**CONSENT:**

We will obtain appropriately informed consent, as required by law, for any collections, uses or disclosures of personal information obtained via this website.

**SHARING PERSONAL INFORMATION:**

By submitting your information, your request for service implies consent for respitens.ca to collect, use and disclose your personal information for purposes related to responding to your respite needs. Consent may be implied or express. Consent may be provided orally, electronically or in writing.

**With your consent, we may share information with third parties including:**

- other agencies, professionals, and others who are involved in your care and treatment.
- other agencies and professionals who provide services and supports that may be able to respond to your needs.
- other individuals you identify as contacts, such as family members

**We may disclose information without your consent:**

- for legally necessary disclosures ordered by a subpoena or required to notify authorities in situations of suspected abuse, neglect, or imminent harm; or
- if required by The Ministry of Community and Social Services or the Ministry of Child and Youth Services

Should you register for contracted respite supports & services, you are agreeing to keep any respite family/individual profile information you receive confidential, unless you receive consent from the family and individual to share the information.

**USER SECURITY:**

**Respitens.ca** is committed to protecting the privacy, confidentiality, and security of your personal information in any form. We store personal information in paper or electronic files. We protect these files by physical and electronic security measures appropriate to the nature of the information, and we allow access only by authorized personnel.

**RETENTION, DISPOSAL AND DESTRUCTION OF PERSONAL INFORMATION:**

The disposal and destruction of personal and health information will be performed with care. Precautions to prevent unauthorized parties from gaining access to information will be taken through providing access to appropriate users via a username and password. [3](#)

Paper records are normally destroyed by secure means seven years after they are no longer required. Given that respitens.ca can provide service throughout an individual's lifetime, all electronic data holdings are held indefinitely (up to 99 years) in order to provide service and for longitudinal analyses.

**ACCURACY OF PERSONAL INFORMATION:**

You have the right to request a change or amendment to your personal information if you believe the information in your file is inaccurate or incomplete.

**ACCESS TO PERSONAL INFORMATION:**

You have the right to access your personal information and to correct the information if it is shown to be inaccurate. For more information about your right to access, please contact the host agency privacy contact in your local area.

**EXTERNAL LINKS:**

This site contains links to other Web sites. When you click on links that take you to third party Web sites, you will be subject to the third parties' privacy practices and policies. While we support the protection of privacy on the Internet, we are not responsible for the contents of third-party web sites or for their privacy practices. We encourage our users to be mindful of this fact when they leave our site and to read the privacy statements of each and every Web site with which they interact.

**QUESTIONS OR CONCERNS REGARDING THE WEBSITE:**

You have the right to inquire or complain if you have concerns about the way we handle your personal information. If you have questions or concerns about privacy at respitens.ca, please contact your respite coordinator at the following host agency:

**Katie Ellick**

***Central Respite Coordinator***

Autism Nova Scotia

5945 Spring Garden Rd, Halifax, NS, B3H 1Y4

**Email:** treynolds@autismns.ca

**Phone:** 902-446-4995 ext.24 (office) / 902-223-0938 (cell)

**Amy Sarginson**

***Western Respite Coordinator***

Yarmouth Association for Community

Residential Options

6 Thurston Street, Yarmouth, NS, B5A 4K5

**Email:** respite@yacro.com

**Phone:** 902-742-9258

**Breanna MacNeil**

***Cape Breton Region Respite Coordinator***

The Society for the Treatment of Autism (NS)

**Email:** autismres@ns.sympatico.ca

**Phone:** 902-539-6685

**Amanda Smith- Robinson**

***Northern Respite Coordinator***

Northern Region Respite Services, Highland

Community Residential Services

115 Maclean St -2nd Floor Bridgeview Square

B2H 4M5 **Email:** nrrs@hcrsweb.ca

**Phone:** 902-755-8217