

We, at HomeFront, recognize the importance of client privacy and the sensitivity of the personal information that we may have concerning any individual. Further, we are committed to maintaining the confidentiality and accuracy of the personal information we have or control concerning any individual.

HomeFront does not rent, sell or trade personal information.

Your Privacy Rights

HomeFront operates as a coordinated community/justice response to the issues of domestic violence, managing your personal information in compliance with Alberta's Personal Information Protection Act (PIPA) and will comply in certain circumstances with the federal privacy law, the Personal Information Protection and Electronic Documents Act (PIPEDA), as required. HomeFront and its partners form an integrated program/service which may involve the mutual disclosure and/or exchange of limited personal information with those partners including but not limited to legal, judicial, and community representatives, agencies and/or other professionals as reasonable and required in the service of our clients.

Why We Collect Personal Information

We collect personal information for the purposes of serving the support, informational, referral, and/or representational needs of individuals and clients. The information collected is any information required, disclosed or exchanged and deemed necessary in the service of our clients. We require information to:

- Understand and assist individuals requiring support, information, referrals and representation within the context of our agency and program mandates.
- Collect information through legal means on clients and other individuals for the purposes of providing the above services to clients.
- Mutually share, disclose or exchange with the appropriate legal, judicial and community representatives, agencies and/or other professionals as reasonable and required in the service of our clients.
- To provide aggregate demographic statistics and program outcomes to HomeFront funders, donors, members and supporters.

What Personal Information Do We Collect?

Personal information is any information that identifies an individual. In Alberta business contact information such as an individual's office address, job title, business phone number, email address, fax number or other related business contact information are not considered personal information. We follow reasonable and prudent business practices to collect, use and disclose of personal information for the purpose of ascertaining eligibility for HomeFront services, to satisfy our program mandates, and provide services within the limitations of our mandates and resources.

How Do We Collect Your Personal Information?

We collect information only by lawful and fair means for the purposes stated previously. Where practical, we will try to collect personal information directly from the person to whom the information pertains. Where necessary, we will collect information from other sources.

Consent

By engaging with our staff, approved agents and/or community partners regarding information, support, referrals and/or representation, we consider that an individual consents to our collection, mutual use, disclosure or exchange of the individual's personal information as necessary to properly inform, support, refer and/or represent that individual.

Consent for information collection can be varied or withdrawn by written request addressed to the Executive Director. Requests for the variance and/or withdrawal of consent to collect information does not apply to circumstances where the information cannot be severed from that of a third party to maintain the privacy and/or integrity of service of the third party or where a record containing an individual's information is subject to a claim of legal professional privilege by one of our clients.

Under Certain Circumstances, We Will Disclose Your Personal Information Without Your Consent:

- When we are required or authorized by law to do so, for example if a court issues a subpoena;
- When the use of the information is necessary to respond to an emergency that threatens the life, health or security of the client or another individual or the public; or
- If the information is already publicly known.

Who Do We Release Information To?

When we release information about an individual/client, it is done to serve specific needs, in the course of providing information and services such as:

- To our staff and agents who use the information for the reasonable business purpose of providing you with support, information, referrals, representation and services.
 - In the mutual use, disclosure, or exchange of limited and necessary information with the appropriate legal, judicial, community representatives, agencies and/or other professionals for the purpose of providing the aforementioned services to our clients.
 - To a third party we contract to provide administrative services, as in the cases of computer back-up services or archival file storage and the third party agrees to comply with our privacy policy and privacy laws; or
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How Do We Protect Your Personal Information?

In order to protect your personal information, we will:

- Not collect, use, disclose or mutually exchange your personal information for any purpose other than those we previously identified or are reasonably evident.
- Only disclose your personal information to those persons who have a need to know your personal information for the purposes stated in this Privacy Statement.
- Maintain your personal information for a period of 7 years as outlined by professional Social Work standards after which point it will be disposed of in a secure manner.
- Keep your personal information physically secure and maintain technological safeguards to the extent possible.

Access To Your Personal Information

An individual/client may request access to the personal information we collect and maintain. The request must be in writing and directed to the agency's Executive Director who will respond to the request within 45 days of the receipt of the request. As many files may be archived in secured off-site archival storage facilities we may charge a reasonable fee for retrieval of your personal information. A mutually agreeable time will be established for you to review your personal information in the presence of an approved HomeFront staff or representative.

Accuracy of Your Information

You have the right to request a correction of the personal information that we hold about you. Requests for such corrections must be made in writing to the Executive Director. Corrections of a verifiable nature will be made and in circumstances where information is not readily verifiable a written statement regarding what the individual/client believes to be the correct information will be kept with the existing information. We rely on the individual/client to provide us with accurate and up-to-date personal and business contact information for the purposes of providing information, support, referrals, representation and services and to maintain contact. If during the course of our professional relationship, any of this information changes, please inform us so that we can make any necessary changes.

You Can Be Denied Access to Your Personal Information?

There are exceptions to an individual's/client's right to access personal information. By law, we must deny access when:

- An individual/client file contains personal information on a third party and the information cannot be severed to maintain the privacy of the third party information;
- Required or authorized by law (for example, when a record containing personal information about an individual is subject to a claim of legal professional privilege by one of our clients).

Communications by Email

E-mail is not a secure, confidential method of communicating confidential and personal information with us. We will not use e-mail to send personal or confidential information unless expressly authorized to use this form of communication by an individual/client who then accepts all the inherent risks associated with this type of communication.

An individual/client initiation of this type of communication is deemed to be their consent to authorize response in a like manner.

Changes to this Privacy Statement

We may review and change our Privacy Statement from time to time in order to update our privacy commitment and/or in keeping with current privacy laws.

Contact Information & Resources

Please contact our Executive Director at the address below if you:

- Wish to access your personal information;
- Wish to vary or withdraw consent regarding the manner in which we collect, use, disclose or exchange your personal information as outlined in our Privacy Statement.
- Have concerns about our privacy policies or how we've handled your personal information.

HomeFront
#501, 620 - 7th Ave SW
Calgary, AB.
T2P 0Y8

If you are not satisfied with our response, the Privacy Commissioner of Alberta can be reached at: www.oipc.ab.ca or by phone @ 1-888-878-4044