

Contact Brant **respects the privacy** of clients and holds information **confidential**, only sharing information for referrals when **consent** is received.

- Contact Brant takes **all reasonable efforts to prevent** personal information from being misused
- **Clients can give or refuse consent** for the collection, use and disclosure of their own information
- Contact Brant **will not give information** to another service provider or person **unless consent** has been given by the client
- Staff must fully explain
  - **who** information will be shared with
  - **what** information will be shared
  - the **purpose** for sharing the information
  - the length of **time** that the consent is valid for
- **Clients have a right** to withdraw consent at any time, ask to see their file, and ask for changes to be made to their information - tell your Resource Coordinator
- Information will be combined in a **non-identifying form to create data** that will tell us what services are needed in Brant so the community agencies can work together to improve the service system or complete research
- Contact Brant **welcomes feedback**; if you have a complaint about our service, please see our **Complaints brochure** for what to do