

## Mamow Obiki-ahwahsoowin

Everyone Working Together  
to Raise Our Children

Our approach to protecting your privacy is guided by our Values.

### Trust

We understand that trust is essential to building effective relationships and we know that trust must be earned through consistency and dependability. We are committed to being trustworthy in fulfilling the responsibilities inherent in our mandate as an Indigenous child wellbeing organization.

### Accountability

Through our First Nations mandate, we are entrusted with the responsibility of providing child wellbeing services. We are accountable to provide high quality services to children and families. We are committed to excellence and dependability in all aspects of service delivery.



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# Tikinagan

Child & Family Services

### Tikinagan Child and Family Services

Privacy Officer  
PO Box 627, 65 King Street  
Sioux Lookout, ON P8T 1B1

**Toll Free:** 1-800-465-3624

**Phone:** (807) 737-3466

**Fax:** (807) 737-3543

**Email:** [PrivacyOfficer@tikinagan.org](mailto:PrivacyOfficer@tikinagan.org)

Visit [www.tikinagan.org](http://www.tikinagan.org) for information on how we're protecting your privacy.

Reporting Child Abuse or Neglect?

Call 1-800-465-3624

or (807) 737-3466

- 24/7 coverage - All calls confidential -



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Child & Family Services

## Protecting Your Privacy



Protecting families, children,  
and their information.

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[www.tikinagan.org](http://www.tikinagan.org)



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# Tikinagan

Child & Family Services

Tikinagan Child & Family Services is required to follow the privacy rules under the **Child, Youth and Family Services Act**. Tikinagan is required to keep your personal information relating to services that you receive from Tikinagan safe and secure. Tikinagan is committed to protecting client confidentiality and your privacy.

## Your Privacy, Your Rights.

You have the right to:

- Ask to see and get a copy of your personal information in your file
- Ask for corrections to wrong or missing information in your file
- Know if your personal information is lost, shared, stolen or viewed when it shouldn't be
- To file a complaint with the Information and Privacy Commissioner of Ontario.

1-800-465-3624

PrivacyOfficer@tikinagan.org

## Your Privacy & Your Rights

Under Part X of the **Child, Youth and Family Services Act**, Tikinagan follows the legislative privacy framework for Ontario's child and youth sector. It sets rules for the collection, use, and disclosure of, and access to, personal information held by ministry-funded and licensed service providers.

Tikinagan is required to let you know how your personal information will be used and tell you how they might share it.

Tikinagan must also make sure any personal information they get from you stays private and let you know if it has been lost, shared, stolen or viewed when it shouldn't be.

When it comes to your privacy, you can trust we've taken the necessary measures to protect your information.

Some of the Safe Guard Measures at Tikinagan include:

- Staff training on privacy and security
- Confidentiality agreements
- Maintaining up-to-date software by applying the latest security
- Strong authentication and access controls
- Controlled access to locations where personal information is stored
- Identification, screening and supervision of visitors

Under the provincial framework, Tikinagan will have:

- Clear rules for collecting, using and sharing clients' personal information.
- Requirements to protect clients' privacy.
- Requirements for improved transparency and accountability (e.g. breach notifications).
- Oversight from the Information and Privacy Commissioner with respect to how service providers handle and share clients' personal information.

### Does Tikinagan need consent?

Tikinagan respects the rights of individuals to control their own personal information, subject to certain limits that are permitted or required by law. Consent is a key principle of privacy and confidentiality.

Tikinagan does not need consent to fulfill its primary role as a child protection agency, to protect children, where we are required by law to collect, use and disclose personal information.

Tikinagan is required to have an individual's consent to collect, use or disclose their personal information.

Consent is needed for permission to share personal information, when not permitted or required by law.

Individuals have the right to limit what they wish Tikinagan to do with their information, may choose to withhold their permission or may change their mind and withdraw their permission once given on a go-forward basis.