



## HUMAN CONNECTIONS COUNSELLING AND CONSULTING

### **Privacy and Confidentiality Policy**

#### **Purpose:**

To communicate to Human Connections policy regarding Privacy and Confidentiality to all clients.

#### **Privacy in General:**

Human Connections values your privacy as much as you do. Therefore:

- We don't ask you for personal information unless we truly need it.
- We don't share your personal information with anyone except to comply with the law, develop our services, or protect our rights.
- We don't store personal information on our servers unless required for the on-going operation of one of our services.

#### **Confidentiality in General:**

As counsellors in Ontario we protect the confidentiality of the communications and contacts with all clients, including phone and video clients. Your therapist will only release information about your work to others with your written permission, or if they are required to do so by a court order or legal subpoena.

#### **Confidentiality Exceptions:**

According to Ontario law there are three situations where your therapist is required to break the confidentiality, that we work so hard to retain, and call local law enforcement or social authorities.

1. If during your sessions you give any information that would lead your therapist to believe that you may hurt yourself, someone else, or someone may hurt you in any way, your therapist will notify the appropriate authorities to prevent such actions from taking place.
2. If during your sessions you give any information that would lead your therapist to believe that there is neglect or abuse of a minor, your therapist will notify the appropriate authorities to prevent such actions from taking place.
3. If during your sessions you give any information that would lead your therapist to believe that a regulated health professional has been involved with sexual abuse, your therapist will notify the appropriate authorities to prevent such actions from taking place.

When disclosure is required or allowed by law or by order of a court, therapists do not divulge more information than is required or allowed.

**Phone Confidentiality:**

In addition to the Privacy, General Confidentiality and Confidentiality Exceptions noted above, your counsellor will do everything possible to protect your identity and keep all confidences. However it is at times not possible to guarantee 100% protection of the confidentiality of phone calls if you choose to use a cordless or cell phone during a phone session. At times it is possible for someone with a scanner to possibly hear the conversation. The goal of phone counselling is to help you. If at any time, either you or your counsellor feels that working together is not helpful enough to you, either is free to terminate the relationship.

**Web Confidentiality:**

In addition to the Privacy, General Confidentiality and Confidentiality Exceptions noted above, Human Connections will ensure all contact made through the website will be done so through a secured site.