

## **DISTRESS CENTRE DURHAM PRIVACY STATEMENT**

Trained and experienced Distress Centre Durham staff and service delivery volunteers support individuals in developing coping skills by providing emotional support, crisis intervention and suicide prevention throughout its programs and services.

In the course of providing individuals with services, Distress Centre Durham acquires and stores certain personal information. Distress Centre Durham is committed to protecting the privacy of the personal information of its clients, volunteers, employees, members and other stakeholders. We adhere to all legislative requirements with respect to protecting privacy.

We do not rent, sell or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up to date on the activities of Distress Centre Durham, including programs, services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts. All clients have the option to “opt out” from receiving any communication not directly related to service delivery, by contacting the Executive Director.

Personal information gathered by our organization is kept in confidence and used to understand client needs and provide our services as well as emergency intervention should the life of a client or someone else be at risk. Our staff and volunteers are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it is obtained.

Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. Both staff and volunteers are given privacy/confidentiality education sessions and required to sign a confidentiality form.

We also take measures to ensure the integrity if this information is maintained and stored properly. We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances.

Our digital call records are encrypted and secured within Canada and all identifying information is scrubbed from those records after a period of 1 year, leaving only access to non - identifying statistical information. We regularly review our privacy practices and update our policies.

Questions, concerns or complaints relating to Distress Centre Durham’s privacy policy on the treatment of personal information or to “opt out” of any communication from Distress Centre Durham outside of service related communications, should be directed to our Executive Director Victoria Kehoe (905) 430 – 3511 Ext. 33 or emailed to [victoria@distresscentredurham.com](mailto:victoria@distresscentredurham.com)

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### **Distress Centre Durham Resource Centre and Administration Office**

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