

# Confidentiality

## Part 1

*English text of information that is presented in Low German.*

### What does confidentiality mean?

Confidentiality means that we will not speak to others about you, your children or that you were here. It means that we will not share any information about you with others except when it is required by law.

Confidentiality means that any information you tell your doctor, dentist, nurse, teacher, therapist, or social worker will be kept private. In this message, we will call these kind of people 'helpers.'

Confidentiality also means we cannot discuss your information with someone else that does not work here without your permission.

Confidentiality is very important in Canada and there are at least 3 laws that helpers need to follow, to ensure that your information is kept private.

### What is my personal information?

Personal information is information about you. It includes your name, address, phone number, and birthdate. Other examples of personal information are important details like your social insurance number, health card number, banking information, medical or employment history.

Personal information is information that shows who you are. This kind of information is very confidential, and needs to be kept safe. That is why there are special rules/ laws in Canada to protect personal information.

### Why do we collect your personal information?

We collect and need your personal information because we need it to help you. All helpers need information about you to help. Each helper will ask for information that identifies you such as your name, address, and birthdate. Different helpers may need different information from you to be able to help. They do not all ask the same questions, and this is ok. For example, Teachers require different personal information than nurses at a health clinic.

We work with many people and when we are working with you, we need to be sure that we are working with you and not someone else by mistake. This is why collecting personal information is so important and why helpers need it from you. Every clinic, hospital, school, and office needs to keep records so that when you come back we know how we have helped you earlier. Collecting and writing down this information helps us help you the next time.

All information we collect is safe. No one else can see your information. There are strict rules making sure that your information is not seen by anyone else. Organizations are required by law to keep your personal information safe and to follow strict rules when collecting, using and sharing your personal information.



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