

Confidentiality

Part 2

English text of information that is presented in Low German.

In this video we will talk about how we keep your information safe and also when and with whom we share information.

How do we keep your information safe? How do we keep your information safe?

All agencies you work with have strict rules about storing your personal information. They have to keep it safe according to the laws in Canada. If they do not, there are very big problems for them, so all agencies and helpers protect personal information very well.

Do we share your information with anyone?

There are times when the organization wants to learn more about the people that they are helping. There are times when some of your personal information is removed from your record and information from your record is collated with information from other people that we help. When this information is collated, no one will be able to identify who was involved in the study.

We do not share your information with anybody and no one else sees your record. We cannot share it with others – not even with your parents, brothers or sisters, employer, neighbours or friends. Anything that identifies you is considered confidential and cannot be shared with others. There are times when some of your personal information is removed from your record and used in a study. Even when this happens, no one will be able to identify who was involved in the study.

There are times when helpers need to share information about you. It is when your children or you are in danger of being harmed. One such example is when you have been drinking alcohol and we see you driving with your children in the vehicle. Then the law requires us to notify the police.

Sometimes, it is important for helpers to share your information with other helpers, who are also helping you. For them to do this, they would have to ask you first. Often, you will need to sign a paper saying that you agree that this information may be shared. This is called Consent. Often, this permission is for one time only, or for a specific situation or people. It is ok to consent to having your information shared, so that the other helper who is working with you, can understand your situation better. This means that you can get better help. This consent can be given verbally and often you will be asked to provide your signature on a piece of paper.

Even after you have given this permission, you can still change your mind and tell the helper that you want to stop sharing that information. When your personal information is shared inappropriately by an agency, there are harsh consequences if reported.

It is important to remember that if your child is over 18, their personal information is protected from you. Doctors, and other helpers have to protect their private information the same way they protect yours. These helpers can only share information with you when your 18 year old has given them permission to do so. This is the law in Canada.