

Starting January 1, 2020, if you or your family have received help or support from a children’s aid society, group home, or other child and family service provider in Ontario, you have the right to see and ask for corrections to your personal information in your file.

Under Ontario’s child and family services law, service providers must let you know how your personal information will be used and tell you how they might share it. They 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.



What does the Office of the Information and Privacy Commissioner of Ontario do?

Our office makes sure that children’s aid societies, group homes, and other service providers follow the rules to protect and provide access to personal information under Ontario’s child and family services law. Call or email us for help.



Information and Privacy
Commissioner of Ontario
Commissaire à l’information et à la
protection de la vie privée de l’Ontario

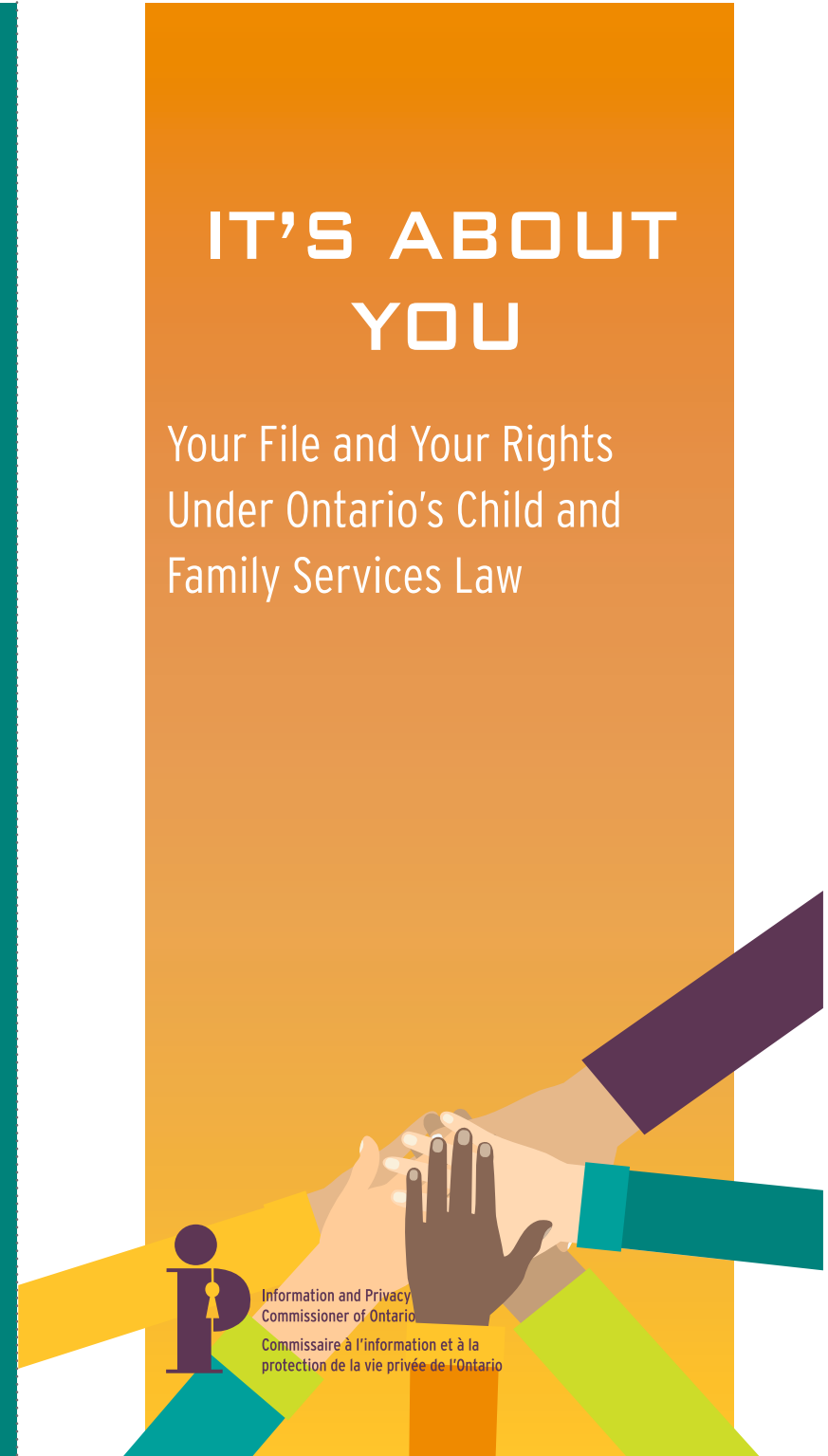
2 Bloor Street East, Suite 1400
Toronto, Ontario, Canada M4W 1A8
Phone: (416) 326-3333 / 1-800-387-0073
TDD/TTY: 416-325-7539

www.ipc.on.ca
info@ipc.on.ca

September 2019

IT’S ABOUT YOU

Your File and Your Rights
Under Ontario’s Child and
Family Services Law



Information and Privacy
Commissioner of Ontario
Commissaire à l’information et à la
protection de la vie privée de l’Ontario

DO I HAVE TO BE 18 BEFORE I CAN ASK TO SEE MY PERSONAL INFORMATION IN MY FILE?

People of any age can ask to see or make corrections to the personal information in their file.

WHAT KIND OF INFORMATION CAN I ASK FOR?

You can ask to see and get a copy of your personal information in your file. It includes information about your history, your health or notes from talks you've had with a social worker or other professional. Your service provider must help you get this information if you ask.

These rules do not apply to adoption records. For more information about getting your Ontario adoption records, call 1-800-461-2156.

HOW MUCH DOES IT COST AND HOW LONG WILL IT TAKE?

It is free to ask for a copy of your information. In most cases, service providers must get back to you in 30 days.

WILL I GET ALL THE INFORMATION I ASK FOR? CAN I ASK FOR A COPY?

Sometimes the service provider may not be able to give you all the information you ask for. This could be because they aren't allowed to under the law. When a service provider does not give you all of the information you've asked for, they have to tell you why.

Even if the service provider cannot show you everything in your file, it is not enough for them to give you a short

summary of what's in it. They must give you access to your file and a copy of it if you ask for one.

INFORMATION IS WRONG OR MISSING FROM MY FILE, HOW DO I GET IT FIXED?

Ask for the correction by writing to the service provider. Some service providers may have a form you can use. Tell them what is wrong or missing and be sure to give them the information needed to fix the problem. Asking for a correction to the personal information in your file is free.

WHAT CAN I DO IF I DON'T GET THE INFORMATION OR THE CHANGES I ASKED FOR?

If a service provider doesn't let you see your personal information in your file or won't make corrections to it, they must tell you why in writing. They must also let you know if what you're asking for will take longer than 30 days.

If you don't agree with their reasons for not giving you the information or making the changes you've asked for, contact the service provider. They can work with you to find a solution. If you are still having problems, you can contact the the Information and Privacy Commissioner of Ontario to make a complaint about the service provider. You can fill out a complaint form at www.ipc.on.ca.

WHAT HAPPENS IF I FIND OUT MY PERSONAL INFORMATION HAS BEEN USED, LOST, STOLEN, OR SHARED WITHOUT MY PERMISSION?

Your service provider needs to let you know if information they have about you has been lost, shared, stolen or viewed when it shouldn't be. They need to write down what happened, what they are doing to fix the



problem, and who to contact if you have questions. They also need to tell you how you can make a complaint to the Information and Privacy Commissioner of Ontario.

Learn more about making a complaint and get answers to commonly asked questions at www.ipc.on.ca.



Who to talk to at _____ if you would like to:

- Ask about your privacy rights
- Make an access or correction request
- Make a complaint

