

CASLM is committed to protecting the privacy of services users.

You will be notified if our safeguarding efforts fail and your information is lost, stolen, or inappropriately used.

If you would like to access a copy of your personal records with us, you can make this request by email directed to:
Privacy@caslondon.on.ca

If you prefer, you may submit a written request by mail to:
P.O. Box 7010
London, ON N5Y 5R8

You may drop off your request at our community office:

- 1680 Oxford Street East, London

Alternatively, please call 519-455-9000 ext. 2411.



Our Mission

We promote the well-being of children, youth, families and communities.
We protect and care for children and youth at risk.

If at any time you are not satisfied with the outcome of an inquiry for access or you have other concerns related the protection of your privacy, you may contact our

Privacy Office at:
519-455-9000 ext. 2411
Privacy@caslondon.on.ca

or contact the **Information and Privacy Commissioner of Ontario (IPC)** at:
1-800-387-0073
ipc.on.ca

Connect With Us

Children's Aid Society of London & Middlesex
1680 Oxford Street East, P.O. Box 7010
London, ON N5Y 5R8



YOUR PRIVACY

This brochure highlights how the Children's Aid Society of London and Middlesex (CASLM) collects, uses and shares your personal information and the rights you have as a service user.

Safe Children, Bright Futures



What Information may CASLM collect?

We will limit the collection of information to what is required to protect children and youth as well as to look after children and youth in our care as is our legal mandate.

How may CASLM use my Information?

- As may be required to fulfill our mandate to protect children and youth
- As may be required under the authority of another Act
- As directed by you



Individual Rights of Access

Service Users of the CASLM may request a copy of their personal information related to the service(s) received.

Requests are to be made in writing. Assistance will be provided to you as requested/required. For security purposes, proof of identification must accompany each request received.

Please refer to **caslondon.on.ca/footer/privacy** for our 'Individual Request for Access to Record' form, which details required information and documentation.

The CASLM will respond to all written requests within 30 days upon receipt of required information. In this timeframe, the request will be granted, refused with explanation, or the CASLM will request an extension of time to provide access.

Disclosure

Disclosure is giving information to another individual or organization. Information may only be shared with others with your consent, except as required by law or permitted by law.

Request for Correction of Record

Service Users have the right to request a correction of inaccuracy to the record of their personal information. Refer to our "Requesting Correction of Your Child Welfare Record" brochure for further details regarding this process.