

00.1 Privacy Policy (Persons Served)

Spectrum is committed to providing you with the best possible services. This means getting to know you well enough to help us make good decisions about your service.

What is personal information?

Personal information includes things like age, income, date of birth and medical information. It does not include information found in telephone directories, court records or other public documents.

- ✓ When we begin providing service to you, we will meet with you to discuss what personal information we will need from you, why we need it, and who will have access to it. We will ask you to sign a consent form stating that you agree to share this information.
- ✓ Spectrum will keep a file at our office to collect all of the information relating to your service, including any relevant personal information.
- ✓ We will not share your personal information with anyone outside of Spectrum without your consent, unless we are required to do so by law, or to ensure your well-being in an emergency.
- ✓ The security of your personal information is a priority to us. We have security procedures in place to keep your personal information safe, including:
 - Confidentiality statements, signed by all employees and volunteers;
 - Restricted access to personal files;
 - Password protection for computerized information;
 - Limiting access to your personal information on a “need to know” basis.
- ✓ You can request access to your personal information stored at Spectrum by contacting Spectrum’s Privacy Officer at (604) 323-1433.