

This policy shall be made publicly available:

- *On the client information boards*
 - *On the Employment Hamilton web-site*
- Copies can also be requested from any staff member*

EMPLOYMENT HAMILTON (EH) is committed to the protection of your privacy. Our information handling practices have been established to respect and enforce our clients' right to privacy.

All Information related to an identified individual, business or organization must be treated as confidential. This information may be written, verbal, electronic, or other form.

All information concerning clients and the operations of **EH** and activities shall be held in strict confidence and shall not be discussed with anyone other than those appropriately concerned.

What Information is collected and how is it used?

Information which is essential for participating in our programs/services typically includes: Personal information, non-personal information and information that does not identify the individual. Personal and non-personal information is usually collected at the point of intake to assess client and employer needs and eligibility. Where the client provides information regarding source of income, this information may be used to assist the client with achieving their goals.

Personal Information

With consent, **Employment Hamilton** may collect Personal Information through our Resource Centre, our Employment Counsellors, over the telephone, via email or the internet.

Employment Hamilton will only use personal information for the purpose it is collected. Should for any reason personal information be required to fulfill a different purpose, **EH** will obtain consent before proceeding (except as may be required by law). The choice to provide EH with personal information is always up to the client.

Employment Hamilton will make a reasonable effort to make sure customers (clients) understand how their personal information will be used. **EH** will obtain consent from its clients before or when it collects or uses the personal information. A client's consent can be expressed or implied. A client can withdraw consent at any time, with certain exceptions. **Employment Hamilton** however, may collect, use or disclose personal information without the clients knowledge or consent in exceptional circumstances where such collection, use or disclosure is permitted or as required by law.

When Authorized by the Client

When a client provides personal information to us, we may communicate and disclose it to third parties for the purpose of fulfilling our mandate or services to them. Clients are advised of incidents where information may be forwarded to a third party. Consent will be requested to do so (verbal or written).

As part of our employment services to employers, **Employment Hamilton** provides resumes to employers for their consideration. By submitting a resume to us or asking us to prepare a resume, individuals consent to having their information disclosed to employers, employment and training opportunities.

While **Employment Hamilton** takes all reasonable precautions to ensure the information provided to us is not used by third parties for purposes other than those described in the Privacy Policy, **Employment Hamilton** is not responsible for any improper use of personal information that is beyond our reasonable control.

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Website Links

The **Employment Hamilton** website, www.employmenthamilton.com, links to other related sites which may be of interest to our clients and website visitors. Although we attempt to link with sites that share our commitment and respect for privacy, please understand that we are not accountable for the privacy practises of other websites.

How We Protect Personal Information

Employment Hamilton is committed to ensuring all personal information is protected against unauthorized access, disclosure or misuse. All security measures are appropriate to the sensitivity level of personal information. Our security practices are reviewed on a regular basis to ensure that confidentiality and privacy of personal information is not compromised.

Personal information is kept while an individual is a client of **Employment Hamilton** and then is stored for 7 years following the full file closure, as stipulated in our funding agreements. Once the required amount of time has been fulfilled, the information is safely destroyed in a secure manner.

Accessing and Amending Personal Information

Due to eligibility requirements for the programs and services offered by **EH**, it is important to have up-to-date and complete client records. As a client of **Employment Hamilton**, individuals have the right to access, confirm and amend their personal information.

If for any reason a client wishes to access their information, a written request may be submitted to our Privacy Officer. Request for access will be addressed as quickly as possible, but no later than 30 days.

Employment Hamilton is accountable for the management and confidentiality of the information collected. Should you have questions or concerns regarding this policy, please feel free to contact our Privacy Officer in writing as we cannot guarantee the security of an email message.

Privacy Officer

EMPLOYMENT HAMILTON

67 Victoria Avenue South, Hamilton, ON L8N 2S8

Employment Hamilton reserves the right to add, modify or remove portions of this policy. The revision date is located below, so you may confirm that you are familiar with the terms of the most recent update.

Updated February 2020