

Heimann Counselling and Healing – Privacy Policy

Introduction

Heimann Counselling and Healing (“HCH”) provides services in accordance with the Code of Ethics of the Canadian Counselling Association. HCH is committed to protecting the privacy of people whose personal information is held through responsible information management practices. Any personal information provided is collected, used and disclosed in accordance with the Freedom of Information and Protection of Privacy Act (http://www.qp.gov.bc.ca/statreg/stat/F/96165_01.htm) or other applicable legislation.

What is Personal Information?

Personal information is recorded information about an identifiable individual. Personal information includes such things as an individual's name, address, birth date, e-mail address and phone number. When HCH collects personal information it must identify:

1. the purpose for collecting the personal information,
2. the legal authority for collecting it, and
3. the person, who can answer your questions about the collection of that information.

Information Collected From You

Personal information collected, used, disclosed and retained is done so under the authority of the Freedom of Information and Protection of Privacy Act (http://www.qp.gov.bc.ca/statreg/stat/F/96165_01.htm) or other relevant legislation. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose unless you expressly consent otherwise. We do not disclose your information to other public bodies or individuals except as authorized by the FOIPP Act.

If you believe that your personal information is being used for a purpose other than what was intended please direct your inquiries to Thorsten Heimann, Owner/Operator of Heimann Counselling and Healing, phone: (250) 248-9970.

What safeguards are in place?

HCH is obligated to protect your personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Security measures have been integrated into the design, implementation and day-to-day operating practices as part of HCH's continuing commitment to the protection of personal information it holds.

How long is information retained?

The length of retention will vary in relation to the nature of the service. If HCH uses your personal information to make a decision that directly affects you (for example follow up telephone calls), it must retain that information for at least one year so that you have a reasonable opportunity to obtain access to it. Information collected or created by HCH is maintained in accordance with other legislative requirements.

How can I access and correct information I provide?

You can review any personal information collected about you by submitting a Freedom of Information request. You may request changes or annotate your personal information if you believe it to be inaccurate by submitting a written request describing the error. Please contact Thorsten Heimann, Owner/Operator of Heimann Counselling and Healing, phone: (250) 248-9970