

# Privacy Policy for R.B. Counselling Services

Effective Date: November 24, 2024

At **R.B. Counselling Services**, protecting your privacy and personal information is a top priority. This privacy policy outlines how we collect, use, disclose, and safeguard your information in compliance with **Canadian privacy laws**, including the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and relevant provincial legislation, such as the **Personal Health Information Protection Act (PHIPA)** in Ontario.

By using our website or services, you agree to the terms outlined in this privacy policy.

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## 1. Information We Collect

We collect personal information necessary to provide counselling services, ensure safety, and meet legal and professional obligations. This includes:

### a. Personal and Health Information:

- Name, address, email, and phone number.
- Date of birth, emergency contact information.
- Medical history, mental health concerns, and treatment notes.

### b. Website Data:

- Information such as your IP address, browser type, and cookies for analytics purposes to improve our website's functionality.

### c. Payment Information:

- Financial details required for processing payments.
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## 2. How We Use Your Information

Your personal information is used only for purposes consistent with the services provided, including:

- Delivering counselling and psychotherapy services.
- Communicating appointment details or changes.
- Maintaining accurate client records in compliance with regulatory standards.
- Responding to inquiries or concerns submitted through the website.

We do not sell, trade, or rent your personal information to third parties.

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### 3. Consent

By engaging with R.B. Counselling Services, you consent to the collection, use, and disclosure of your personal information as outlined in this policy.

You may withdraw consent at any time, subject to legal or contractual restrictions. Please note that withdrawing consent may limit our ability to provide services.

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### 4. Disclosure of Your Information

We will only disclose your personal information in the following circumstances:

- **When Required by Law:** For example, in compliance with court orders, subpoenas, or regulatory obligations.
  - **To Prevent Harm:** If there is a risk of serious harm to yourself or others.
  - **With Your Consent:** For instance, sharing information with another healthcare provider at your request.
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### 5. Safeguarding Your Information

We implement strict safeguards to protect your personal information, including:

- **Physical Measures:** Secure storage of paper files in locked cabinets.
- **Technical Measures:** Encryption and secure passwords for electronic records.
- **Administrative Measures:** Regular staff training on confidentiality and privacy.

Your information is retained only as long as necessary to fulfill the purposes outlined in this policy or as required by law.

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### 6. Your Rights

Under Canadian privacy laws, you have the following rights regarding your personal information:

- Access your records and request corrections.
- Withdraw your consent to the use of your information (subject to limitations).

- File a complaint with the appropriate regulatory authority if you believe your rights have been violated.
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## **7. Use of Cookies and Website Analytics**

Our website uses cookies to enhance your user experience and track website traffic through analytics tools such as Google Analytics. You can adjust your browser settings to disable cookies if you prefer.

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## **8. Third-Party Services**

We may use third-party providers (e.g., payment processors or booking platforms) that collect, use, and disclose your information according to their privacy policies. We ensure that these providers meet Canadian privacy standards.

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## **9. Changes to This Policy**

This privacy policy may be updated from time to time to reflect changes in legal or professional requirements. We will notify you of significant updates by posting the revised policy on our website.

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## **10. Contact Information**

If you have questions, concerns, or complaints regarding this privacy policy, please contact:

### **R.B. Counselling Services**

Email: [rbastancounselling@gmail.com](mailto:rbastancounselling@gmail.com)

Phone: 4160617-8727

We are committed to addressing your privacy concerns promptly and professionally.

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By using our services or website, you acknowledge that you have read, understood, and agreed to this privacy policy.