

## PRIVACY PRINCIPLES

Community Living Toronto will adhere to the following principles when collecting and using any personal information.

### **Principle 1 – Accountability**

Community Living Toronto is responsible for all personal information under its control and for maintaining compliance with these Principles.

### **Principle 2 - Identifying the Purposes for Collecting Personal Information**

The purposes for which personal information is collected will be identified and documented by Community Living Toronto at or before the time the information is collected. Should this use change from that indicated at the time the information was collected, you will be notified.

### **Principle 3 – Consent**

An individual's knowledge and consent (express or implied) are required for the collection, use or disclosure of personal information by Community Living Toronto, except as otherwise required or permitted by law. Consent may be withdrawn at any time.

### **Principle 4 - Limits to the Collection of Personal Information**

Community Living Toronto will limit the amount and type of personal information collected to that which is necessary for its purposes. Personal information will be collected by fair and lawful means.

### **Principle 5 - Limits to the Use, Disclosure and Retention of Personal Information**

Community Living Toronto will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law. Personal information will be retained only as long as necessary for the fulfillment of those purposes, except as otherwise required by law.

### **Principle 6 – Accuracy**

Community Living Toronto will keep personal information as accurate, complete, and up-to-date as necessary for its purposes.

### **Principle 7 - Safety and Security**

Community Living Toronto will protect personal information with safeguards appropriate to the sensitivity of the information.

### **Principle 8 - Openness**

Community Living Toronto will be open about its policies and procedures regarding management of personal information and will ensure that individuals are reasonably able to acquire information about its policies and procedures in a form that is generally understandable.

### **Principle 9 - Individual Access**

Upon written request, Community Living will inform an individual of the existence, use and disclosure of his or her personal information and will provide access to that information, except where the law requires or permits it to deny access.



**Principle 10 - Handling Inquiries and Challenges**

Inquiries or challenges concerning compliance with these Principles must be in written form and addressed to:

Privacy Officer  
Community Living Toronto  
20 Spadina Road  
Toronto ON M5R 2S7  
[privacyofficer@cltoronto.ca](mailto:privacyofficer@cltoronto.ca)