

Consent

Mainstay may collect, use or disclose your personal information for purposes for which you give your consent or are required by law.

Your written consent is obtained on your application and lease and in your decision to live at Mainstay Housing.

You may give consent orally or in writing.

Your consent may be provided by a designated representative to whom you have given consent.

You may withdraw consent by providing Mainstay written notice.

Mainstay is one of Ontario's largest providers of housing and support services to youth, adults, families who are homeless or at risk of homelessness and who have mental health and substance use or other challenges. For more information please visit:

www.mainstayhousing.ca



mainstay
HOUSING

Building Futures.
Creating Communities.

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Personal
Information
Policy

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Our Commitment to You

We value you as a tenant.

At all times our goal is to ensure that all personal information is properly protected.

We use your personal information for the purposes of providing you housing and support.

We store your personal information in a responsible way and we dispose of it in a safe and timely manner when it is no longer required.

Personal Information Policy

Personal Information Means:

It is any information that can be used to distinguish or identify you.

Personal information can include:

- Personal contact information;
- Financial information;
- Medical, education, criminal or employment history;
- Specific facts about you like date of birth, marital status; language, etc;
- Letters you sent to Mainstay of a private or confidential nature, and any replies from Mainstay that would reveal contents of the original correspondence.

Why We Collect, Use, Disclose and Retain Your Personal Information:

- Consider your application;
- Verify information on your application;
- Approve you for tenancy and determine the right unit type and size;
- Calculate your rent;
- Comply with the law and funding requirements;
- Contact someone in case of an emergency;
- Provide you with ongoing support services;
- Provide you with housing services;
- Provide you with member services;
- Provide you with information about Mainstay.

Access Your Personal Information

In order to access your personal information you must contact your Supportive Housing Worker and make an appointment to review your tenancy file.

If you believe the information is inaccurate or if you have a complaint about its collection, use, disclosure or storage, you must write to the **Privacy Officer** at Head Office. You must provide details.

The **Privacy Officer** will investigate and advise you in writing of the outcome of the investigation within 30 days of receiving your request.

We Safeguard Your Personal Information

Access to your personal information is restricted to authorized Mainstay staff and authorized agents.

We have security procedures to protect electronic or paper records which include locked files, locked offices, security clearances and passwords.

When we no longer need it to meet legal, audit or funder requirements, we are careful in how we destroy it.

We have policies on who personal information is released to and take reasonable care to confirm their identity.

We allow you to access your personal information:

- To ensure it's accurate and up-to-date;
- To see how we are using it.