

## Access to Information

### **RIGHT TO ACCESS AND CORRECT PERSONAL DATA**

#### Requesting Access

If you wish to access the personal information or personal health information we hold on you, please download a Request for Access to Information and Correction Form.

[Request for Access to Information and Correction Form](#)

For security reasons, please submit this document by mail or in person rather than by email. You can mail the completed form to our Health Records department at the address below:

ErinoakKids Centre for Treatment and Development  
Health Records Department  
10145 McVean Drive  
Brampton, ON  
L6P 4K7

If you have any questions, you can reach Health Records at 905-855-2690 (toll free 1-877-374-6625) extension 2435.

#### Requesting Correction

If you believe that your personal data held by ErinoakKids is inaccurate or incomplete, you may request a correction. Please download and complete a Request for Access to Information and Correction Form.

[Request for Access to Information and Correction Form](#)

Please return the form to our Health Records department, specifying the information to be corrected and providing any necessary supporting documentation.

We will respond to your request for correction within 30 calendar days. If we agree that the information is inaccurate or incomplete, we will make the appropriate correction and notify any third parties to whom the incorrect information was disclosed. If we disagree with the requested correction, we will provide an explanation for our decision and record your disagreement in our files.

### **FREEDOM OF INFORMATION REQUESTS**

If you are a client or third party making a Freedom of Information request under FIPPA (Ontario's Freedom of Information and Protection of Privacy Act), please follow the process laid out by the Freedom of Information and Privacy Office of the Ministry of the Solicitor General, which can be found at this link: [www.ontario.ca/page/how-make-freedom-information-request](http://www.ontario.ca/page/how-make-freedom-information-request)

## QUESTIONS OR CONCERNS?

If you have any questions about your data or concerns about how it is used or disclosed, please contact our Health Records department at:

ErinoakKids Centre for Treatment and Development  
Health Records Department  
10145 McVean Drive  
Brampton, ON  
L6P 4K7  
Telephone: (905) 855-2690 extension 2435

Or via our Contact Us page: [ErinoakKids - Contact Us](#)

We will make every effort to address your concerns. Concerns and complaints can also be raised with the Information and Privacy Commissioner of Ontario. Please visit the [Contact Page for the IPC](#).