

Retention and Destruction of Personal Information

In order to protect your privacy, we do not want to retain personal information for too long however there is a need to keep the information long enough to ensure that we may answer any questions that you may have in the future, about the services you received through our organization.

Further, we are obligated, through our external regulatory body (CASLPO) to retain information per their standards.

The College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) enforces that we keep our client files for 10 years, or in the case of children, 10 years after the 18th birthday. Client directories cannot be systematically destroyed, but we remove contact information 2 years after a client has been discharged from our services. We regularly update contact information related to marketing activities to the general public, and can remove that information immediately if requested to do so. Our SAF Easy statistics forms are destroyed after 1 year.

Our contact directories for contract personnel are updated regularly. When a resume is received for a position at our organization and the sender is not hired at that time we may wish to keep the resume on file for potential future positions. We send a letter to the applicant indicating that the resume will be kept on file for 2 years unless we are informed otherwise in which case the correspondence would be destroyed immediately. Contact directories are very difficult to systematically destroy, so we delete such information when we can if it appears that we will not have the need to contact you again. If requested, we will remove such contact information immediately.

Paper files containing personal information are shredded. Electronic information is deleted. When electronic hardware is discarded, the hard drive is physically destroyed.