



Our Confidentiality Promise

Confidentiality is defined as prohibiting information about a client being release to, or obtained from anyone with the client's informed consent.

To that end we promise:

We will not seek to obtain information about you of a confidential nature without your permission.

We will not release confidential information about you without your permission. (Except where required to by law.)

All Agency personnel will uphold the principle of confidentiality.

Your confidential information will be protected in the following way:

All hard copies of files will be kept in locked cabinets and only authorized persons will have access,

All electronic copies of your file will be protected behind firewalls and secure servers only accessed by persons with appropriate permissions,

Should there be a breach of confidential information you will be notified at once as to the nature of the breach and information at risk.