



Ilana J. Miller LL.M., Chartered Arbitrator | Chartered Mediator

Phone: 416-953-9820

[Website: IlanaMiller.com](http://IlanaMiller.com)

IlanaMiller@Miller-medarb.com

Ilana Miller, Chartered Arbitrator & Chartered Mediator

Miller Mediation & Arbitration

Privacy Policy

How your personal information is collected and stored is an important issue. This policy has been developed in response to the Personal Information Protection and Electronics Documents Act. It outlines how information might be collected, stored, or disclosed, and the process should you have a complaint about the personal information contained on your file.

Collection of Information

As your mediator, arbitrator, parenting coordinator, evaluator etc, I seek to collect, disclose, and store information responsibly and only to the extent necessary. Information collected will include personal information such as name, age, home address, family status, health, and personal history. To not collect this information would hinder my service to you, and particularly in the event of an emergency situation.

Information may also be collected for secondary purposes or a reason secondary to the primary purpose to our professional relationship. Some examples of a secondary purpose for information collection may include making a referral on your behalf, invoicing for professional services, collecting on unpaid accounts, providing information to a referral source, for supervision or educational purposes.

Disclosure of Information

From time to time, it may be necessary to share your personal information with other your counsel, professionals, agencies, or individuals for a specific purpose relating to your Family Law matter. It would be rare to disclose such information without your written consent. However, in an emergency situation where a professional learns that you might be a danger to yourself or others, or in the event that the professional learns that a child is in danger, consent need not be sought. If your file contains information about others, this information cannot be shared without the consent of the individual it relates to.

Protecting Personal Information

Paper information is either under supervision or secured in a cabinet in a restricted area. Computers have passwords and email is encrypted. Electronic information is directed through a direct line. Only reputable mail carriers or couriers are used.

Retention and Destruction of Personal Information

For legal and accountability purposes to regulatory agencies and/or colleges, files are retained for a period of ten years following the client's last contact; or, if the client was less than eighteen years of age at the time of his/her last contact, ten years following the day the client became or would have become eighteen. Paper files containing personal information are destroyed by shredding. Electronic information is deleted and when the hardware is discarded, it is physically destroyed.

File Secured

The physical/paper and digital Files belong under the care and carriage of Ilana Miller, or under the Courts' discretion, if it is a s.30 under the Children's Law Reform Act, CLRA. All closed mediations, all screenings and intakes, parenting coordination [which is a secondary med/arb process] are strictly privileged and not disclosed nor distributed.

Accuracy of Information

If an Award or Report or Disclosure provided, and you believe there is a mistake in the information contained on your file, please ask to have it corrected. This applies to factual information and not the perceptions of opinions or the practitioner. If there is a disagreement that a mistake was made, a brief, written statement from the client will be included on the file disputing the information. If erroneous information has been sent to any third parties, such information will be corrected.

Complaints

If you have a question or wish to make a complaint, you may address it to the attention of Ilana Miller.

For further information or to see the Personal Information Protection and Electronic Documents Act, direct inquiries to the Information and Privacy Commissioner of Canada.

112 Kent St.,
Ottawa, Ontario
M1A 1H3
613-995-8210

Toll Free: 1-800-282-1376

I have read and understand the above policy. Signature: _____ Date: _____