

PRIVACY POLICY

Caroline Felstiner protects and respects the confidentiality of all information shared with her. In order to conduct Mediation, Collaborative Family Law processes or a Voice of the Child Consultation, you will be required to share personal information. With few exceptions your personal information will not be used for any purpose other than the provision of services that you consent to. Secondary to the provision of services, Caroline may use your information to invoice for services or to collect unpaid accounts. Non-identifying information may be shared during clinical supervision, for educational purposes or for marketing purposes.

Caroline will request your written consent to share information with a third party, except where she is required to do so by law. In working with Caroline, you will sign a Mediation Agreement, Consultation Agreement or Collaborative Participation Agreement which detail the rules and limits of confidentiality. If your file contains information about other people, this information cannot be shared without the consent of the individual it relates to.

Caroline takes reasonable precautions to protect your information including securing information in locked filing cabinets and password protecting any electronic files. No other person has access to Caroline's electronic records and passwords, nor to her filing cabinets.

You may stop sharing personal information with Caroline at any time, this may result in terminating your work with Caroline but remains your right regardless.

For legal purposes Caroline must retain her files for a period of seven (7) years following your last contact. When conducting Voice of the Child consultations, Caroline must retain her file for seven (7) years following the day your child becomes or would have become eighteen (18). Paper files containing personal information are destroyed by shredding. Electronic information is deleted and when the hardware is discarded, it is physically destroyed.

If you have any questions about sharing personal information with Caroline, or how that information is stored, used or destroyed please contact Caroline directly at

caroline@felstinermediation.com