



# Report CANADA VOICE MATTERS

## U-Report Canada Privacy Information

### YOUR PRIVACY IS IMPORTANT TO US.

Never share personal or identifying information with U-Report Canada. This includes your full name, email, home address, telephone number, school name, names of your parents/guardians, credit card number, or social insurance number.

U-Report Canada only collects your year of birth, gender, and the province or territory you live in. We do not collect any other identifying information. Any additional information linked to your Facebook profile is not connected to the answers you provide to us.

### Where do my answers go?

U-Report Canada is designed to follow Canadian privacy laws. When you answer U-Report Canada's questions on Facebook, U-Report Canada safely stores information on **Survey Bot** using **Amazon Web Services (AWS)**. The type of information stored here includes all of your poll responses, plus registration information like your preferred language, year of birth, gender, and the province or territory you live in. Only U-Report Canada administrators can access this.

To learn more about Survey Bot's Privacy Policy, [click here](#).

To learn more about Amazon Web Services, [click here](#).

### Are my answers confidential?

Yes. Your information and answers are completely confidential. Individual answers and identifying information will not be displayed or shared anywhere. Only a summary of everyone's answers are displayed on the website, shared back with U-Reporters, and with our partners.

### How are my responses used?

U-Report Canada combines the poll responses that you share on **Facebook Messenger** with the responses from all other U-Reporters across Canada. We then analyze all of the poll responses and display the poll results.

To learn more about Facebook's Privacy Policy and how your privacy is protected, [click here](#).

### Where do I get information about other important privacy legislation?

Ontario Public Service's Privacy Practices: [www.ontario.ca/page/privacy-statement](http://www.ontario.ca/page/privacy-statement)

Provincial and Territorial Privacy Laws: [www.priv.gc.ca/en/about-the-opc/what-we-do/provincial-and-territorial-collaboration/provincial-and-territorial-privacy-laws-and-oversight/](http://www.priv.gc.ca/en/about-the-opc/what-we-do/provincial-and-territorial-collaboration/provincial-and-territorial-privacy-laws-and-oversight/)

### Duty to Report

Every Canadian province and territory has laws that require people to report children or youth who may be in need of protection (including instances of suspected child abuse) to the child welfare authorities or the equivalent agency in the province or territory.

If you disclose to U-Report Canada that you are in danger, or will cause harm to yourself or others, U-Report Canada is designed to give you information on how to get help. Since U-Report Canada does not



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collect identifying information, this means that U-Report Canada will only be able to report concerns where you are willing and able to identify yourself. In a circumstance where you disclose a concern, a U-Report Canada team member will make direct contact with you through the U-Report Canada channel to explain how we are concerned that you may need some support.

We will explain that we would like to help you make contact with organizations that can further assist.

- Where the concern is not urgent, we will share again the Kids Help Phone contact details and provide links to other organizations, as appropriate.
- Where the concern is urgent, we will explain that we are better able to help if we can identify who you are so that other organizations can support you better.
- If we receive these details, U-Report Canada will take the appropriate steps to ensure you get the help you need. If you are unwilling to disclose identifying contact details, we will share again the Kids Help Phone contact information.

## Support

We understand that some of the issues discussed on U-Report Canada may upset you. When this happens, we want to guide you toward the right support as soon as possible. You have a right to be protected. U-Report Canada does not have trained counselling staff but there are many organizations that can help you.

[Kids Help Phone](#) is a free 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. The service is completely anonymous and confidential—they don't trace calls, and don't have call display. You don't have to tell them your name if you don't want to. You can contact Kids Help Phone service 24 hours a day at [1-800-668-6868](tel:1-800-668-6868) or visit [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

\*Privacy information related to U-Report Canada will be included on the U-Report Canada website and in any initial direct communication with participants at the start of their involvement with U-Report Canada.