



# 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, school name, names of your parents/guardians, credit card number, or social insurance number.

Your participation in U-Report polls is voluntary. You do not have to agree to participate. You can withdraw your participation at any time.

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, phone number, or WhatsApp account 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 over Facebook, text message, or WhatsApp, U-Report Canada safely stores information on **RapidPro** using **Amazon Web Services (AWS)**. The type of information stored here includes all of your poll responses, your preferred language, year of birth, gender, and the province or territory you live in. Only U-Report Canada administrators can access this information.

### Are my answers confidential?

Yes. Your information and answers are completely confidential. A summary of everyone's answers are displayed on the website, shared back with U-Reporters, and with partners and decision makers. Sometimes, individual answers may be shared as quotes to help us explain the results.. Individual identifying information (like your name) will never be displayed or shared anywhere.

### How are my responses used?

U-Report Canada combines your responses with everyone else's responses, and analyzes them to come up with a summary of results to share back. This included statistics and stories about how U-Reporters are experiencing things. These findings are displayed on the U-Report Canada website, shared in reports and presentations, and included in One Youth's advocacy work. This helps U-Report amplify the voices of young people in Canada, and make sure they are listened to by decision makers.

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

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

To learn more about The Personal Information Protection and Electronic Documents Act (PIPEDA), [click here](#).

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

U-Report Canada is based in Toronto. Our privacy policy aligns with Ontario legislation. Ontario Public Service's Privacy Practices: [www.ontario.ca/page/privacy-statement](http://www.ontario.ca/page/privacy-statement)



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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 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

Although they aren't intended to do so, some of the questions asked might make you feel uncomfortable. U-Report Canada does not have trained counselling staff but can connect you to organizations that are trained to support you.

[Kids Help Phone](http://www.kidshelpphone.ca) 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.

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