

DPR Mentoring Privacy Policy

We are committed to your privacy and are transparent about how and what information will be collected. This privacy policy explains how and what information we will collect, and what it will be used for.

Last Updated: April 12, 2026

1. Introduction

DPR Mentoring (“we”, “us”, or “our”) is committed to protecting the privacy and confidentiality of the personal information of our clients, website visitors, and community.

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you engage with our services, website, or communications.

We comply with applicable Canadian privacy laws, including the **Personal Information Protection and Electronic Documents Act (PIPEDA)**.

2. What is Personal Information

“Personal information” means any information about an identifiable individual. This may include your name, contact details, personal history, or information related to your health, recovery, or family circumstances.

3. Information We Collect

We may collect the following types of information:

Information You Provide

- Name, email address, phone number
- Emergency contact information
- Personal history related to addiction or recovery
- Family or relational information
- Information shared during consultations or sessions

Website & Technical Information

- IP address
- Browser type and device information
- Website usage data (via cookies or analytics tools)

Optional Information

- Any additional details you voluntarily provide through forms, emails, or conversations
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4. How We Use Your Information

We use your personal information to:

- Provide addiction counselling and support services
- Communicate with you regarding appointments and services
- Develop personalized support plans
- Respond to inquiries or requests
- Improve our services and website
- Send relevant updates or resources (with your consent)

We only collect and use information for purposes that are reasonable and necessary to provide our services.

5. Consent

By providing your personal information, you consent to its collection, use, and disclosure as outlined in this Privacy Policy.

You may withdraw your consent at any time, subject to legal or contractual obligations and reasonable notice.

6. Sharing of Information

We do **not sell or rent** your personal information.

We may share information only when necessary, including:

- With your explicit consent
 - With healthcare or support professionals involved in your care (where applicable)
 - To comply with legal or regulatory obligations
 - To protect the safety of you or others
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7. Confidentiality & Counselling Relationship

As an addiction counselling service, DPR Mentoring maintains strict confidentiality standards.

Information shared during sessions is treated as private and confidential, except where disclosure is required by law or where there is a risk of harm.

8. Data Security

We take appropriate physical, technical, and administrative measures to protect your personal information from unauthorized access, loss, or misuse.

This includes:

- Secure communication methods
 - Restricted access to personal data
 - Confidential handling of client information
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9. Data Retention

We retain personal information only as long as necessary to:

- Provide services
- Meet legal and regulatory requirements
- Maintain appropriate records

Retention periods may vary depending on the nature of the information and applicable laws.

10. Your Rights

You have the right to:

- Request access to your personal information
- Request corrections to inaccurate information
- Withdraw consent to data use (where applicable)
- Ask questions about how your data is handled

We will respond to requests within a reasonable timeframe.

11. Cookies and Website Tracking

Our website may use cookies or similar technologies to improve user experience and analyze website traffic.

You may adjust your browser settings to disable cookies if you prefer.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those external sites.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

14. Contact Information

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

DPR Mentoring
info@dprmentoring.com