



Technology & Your Privacy

I take the fullest measures possible to protect online data including password protections on a secure site and choose third party platforms with your privacy as a top priority. I adhere to CCPA's [Guidelines for Uses of Technology in Counselling and Psychotherapy](#); however, it is not possible to "guarantee" the security of any third-party platform, making it less secure than in-person services.

E-mail

My e-mail is password protected and hosted on a secure site. I do not offer counselling services over e-mail but do use it as a resource to set up appointments, send invoices, and for you to share documents such as resumes and assessment results.

Video Conference and Phone Calls

I use the Zoom platform for video conference calls. Meetings are never recorded, meeting rooms are password protected, and video sharing is not automatically enabled. For more information on Zoom security see: <https://zoom.us/security>.

From time to time it may be worthwhile for us to connect via phone. This is done through Telus BusinessConnect or my mobile phone. I always adhere to Telus's recommended Security Protocols¹ to ensure our conversations are secure. I am also willing to use another means of connection that you may prefer; however, it is important to note that I cannot guarantee the security or confidentiality of those tools.

Online Assessments

We use a number of online assessment tools that collect data for analytical purposes. We only use reputable assessment distributors and can provide more details of specific assessment measures upon request.

Recording Keeping

We keep client files for 7 years after our last contact and then destroy them (i.e., shred or burn). Records kept on computers are password protected and backed up by Microsoft OneDrive.²

Social Networking

I follow CCPA's Social Media [guidelines](#) in all interactions on Social Networking platforms.

¹ <https://www.telus.com/en/about/security>

² <https://support.office.com/en-us/article/how-onedrive-safeguards-your-data-in-the-cloud-23c6ea94-3608-48d7-8bf0-80e142edd1e1>