

Communicating Through Technology

Touchstone Family Association staff will use reasonable means to protect the security and confidentiality of information sent and received using technology (i.e. emails/text messages, website, online communication platforms). However, because of the risks outlined below, Touchstone cannot guarantee the security and confidentiality of electronic communications:

- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of Touchstone staff or the client.
- It is your responsibility to protect your account and devices from inappropriate access and/or loss. Password protecting your device is strongly suggested.
- There is no guarantee that Touchstone will receive or be able to respond to emails or text messages in a timely manner; therefore, email and text messaging should not be relied upon in urgent or emergency situations. ***Please call the office directly (604-279-5599), or emergency services (911) for immediate support.***
- Your continued use of electronic communication confirms that you accept this risk. If you feel that this form of communication is insufficiently secure, please contact our office by telephone, fax, or in-person.

