



# MyHealth Care Centre

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317 Queen St South, Streetsville, L5M 1M3 - 137 Queen St East, Port Credit, L5G 1N1

## Privacy Policy

Privacy of the personal information is an important principle to our clinic. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. This document describes our privacy policies.

### **WHAT IS PERSONAL INFORMATION?**

Personal information is information about identifiable individuals. Personal information includes information that relates to:

- an individual's personal characteristics (e.g., gender, age, income, home address or telephone number, ethnic background, family status);
- health (e.g., health history, health conditions, health services received by them);
- activities and views (e.g., opinions expressed by an individual, an opinion or evaluation of an individual).

Personal information is different from business information (e.g., an individual's business address and telephone number). This is not protected by privacy legislation.

### **WE COLLECT PERSONAL INFORMATION: PRIMARY PURPOSES**

Like all medical professions, we collect, use and disclose personal information in order to serve our clients. For our clients, the primary purpose for collecting personal information is to provide treatment.

For example, we collect information about a client's health history, including their family history, physical condition, function and social situation in order to help us assess what their health needs are, to advise them of their options and then to provide the health care they choose to have. A second primary purpose is to obtain a baseline of health and social information so that in providing on going health services we can identify changes that occur over time.

### **WE COLLECT PERSONAL INFORMATION: RELATED AND SECONDARY PURPOSES**

Like most organizations, we also collect, use and disclose information for purposes related to or secondary to our primary purposes. The most common examples of our related and secondary purposes are as follows:

To invoice clients for goods or services that was not paid for at the time, to process credit card payments or to collect unpaid accounts.

Our clinic reviews clients and other files for the purpose of ensuring that we provide high quality services, including assessing the performance of our staff. In addition, external consultants (e.g., auditors, practice consultants) may on our behalf do audits and continuing quality improvement reviews of our Clinic, including reviewing client files and interviewing our staff.

The cost of goods/services provided by the organization to clients is often paid for by third parties (e.g., motor vehicle accident insurance, private insurance). These third party payers often have the client's consent or legislative authority to direct us to collect and disclose to them certain information in order to demonstrate client entitlement to this funding.

Clients or other individuals we deal with may have questions about our goods or services after they have been received. We retain our client information for a mandatory minimum of seven years after the last contact to enable us to respond to those questions and provide these services.

### **DO YOU HAVE A QUESTION?**

Our information Officer, Dr. Mike Skiby, can be reached at:

MyHealth Care Centre  
317 Queen St South  
Mississauga, Ontario L5M 1M3  
905.593.5000

If you wish to make a formal complaint about our Privacy Practices, you may make it in writing to our information officer. She will acknowledge receipt of your complaint; ensure that it is investigated promptly and that you are provided with a formal written decision with reasons.

For more general inquiries, the information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The information and Privacy Commissioner can be reached at:

112 Kent Street  
Ottawa Ont K1A 1H3  
Phone (613)995-8210/800 282-1376  
TTY (613)992-9190

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