

Southdown is committed to protecting your privacy and ensuring the confidentiality of your personal health information in our custody or control in compliance with the Personal Health Information Act, 2004 (PHIPA).

COLLECTION OF PERSONAL HEALTH INFORMATION

The types of personal health information we collect may include, for example, your name, date of birth, health history, and records of the care provided to you. In some instances, we may collect information about you from other sources if we have obtained your consent to do so, or if the law permits.

USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

We use and disclose your personal health information:

- To plan and deliver programs and services
- To provide clients with health information/advice
- To assess current health status and provide assessment, treatment, and interventions to clients
- To maintain accurate health records and case/contact information
- To investigate and manage adverse events
- To contribute to quality improvement processes
- To comply with legislative and professional requirements
- For statistical reporting and research
- For teaching/supervision
- For client billing

We will collect, use, and disclose only as much personal health information as is needed to achieve these purposes. We will only use or disclose your personal health information with your consent except where a particular use or disclosure is permitted by law without your consent.

YOUR CHOICES

You have the right to:

- request access to your personal health information contained in your file;
- request a correction to your personal health information if you believe it is inaccurate or incomplete;
- withdraw your consent for some of the above uses and disclosures of your personal health information as permitted by law;
- file a complaint with the Information and Privacy Commissioner of Ontario if you think we have violated your rights.

IMPORTANT INFORMATION

- We take the necessary steps to protect your personal health information from theft, loss, and unauthorized access, copying, modification, use, disclosure, and disposal.
- We make sure that everyone who performs services for us protects your privacy and meets our privacy standards.
- In the unlikely event that your personal health information is lost, stolen, or used for any other purpose outside the scope of this notice, without your consent, we will notify you at the first reasonable opportunity.

HOW TO CONTACT US

For more information about our privacy protection practices, or if you have a question or concern regarding your privacy, please contact:

Privacy Officer
The Southdown Institute
18798 Old Yonge Street
Holland Landing, ON L9N 0L1

Email: privacy@southdown.on.ca
Tel: 905 727 4214
Web: www.southdown.on.ca

For more information about your privacy rights, or if you are unable to resolve an issue directly with our Privacy Officer and wish to make a complaint, contact:

Information Privacy Commissioner of Ontario
2 Bloor Street East
Suite 1400
Toronto, ON M4W 1A8

Tel: 416 326 3333 or 1 800 387 0073
Web: www.ipc.on.ca