

STATEMENT OF PRIVACY PRACTICES

Four Villages Privacy Policy

At The Four Villages Community Health Centre, we are committed to protecting the privacy of the personal health information we collect from clients. We value the trust of our clients, and of the public, and we recognize that to maintain this trust we have to be open and accountable in how we treat the information that the client chooses to share with us.

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to Four Villages and the care that you received during those visits. Occasionally, we collect personal health 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:

- provide you with and coordinate your health care,
- communicate with or consult other health care providers or students in training for your health care,
- plan, administer and manage our internal operations,
- conduct risk management and quality improvement activities,
- conduct research,
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law.

What rights do you have with regard to your personal health information?

Ontario has a law that protects your personal health information. You have the right to know how we may use and give out your personal health information and how you can get access to it.

- **Access to your personal health information.** You or a person who can make decisions for you about your personal health information have the right to see and get a copy of your personal health information and to ask us to make corrections to inaccurate or incomplete personal health information. You can do this by giving us a verbal or written request. We have to fulfill your request within 30 days.
- **Withdrawal and withholding of your consent.** When you are asked for personal health information, you have the choice to agree or refuse to provide the information. You can also control some of the uses and disclosures of your information.

There are certain exceptions to these rights. Ask our Privacy Officer for details.

- **Being informed.** We have to inform you if your personal health information is stolen, lost or improperly accessed.

Important Information

- We take steps to keep your information safe and secure and to protect it from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.
- We will get your permission before we give your personal health information to others when your consent is required.
- You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at: 2 Bloor St. East, Suite 1400, Toronto, ON M4W 1A8, Tel: 416-326-3333, info@ip.on.ca.

How to Contact Us

Our Privacy Officer is **Almerinda Rebelo**.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at 1700 Bloor St. West, Toronto, ON M6P 4C3, Tel: 416-604-3361, info@4villageschc.ca.