



Privacy Policy Statement for Sherbourne Health Centre

Our commitment:

The Sherbourne Health Centre is committed to protecting the privacy of the personal information of its employees, clients, members, volunteers, donors, customers and other stakeholders. We value the trust of those we deal with and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our service provision, fundraising, various projects and other activities we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

Defining personal information:

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about or related to the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Privacy practices:

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected. We use password protocols and encryption software to protect personal and other information we receive when a donation is made online. Our software is routinely updated to maximize protection of such information.

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 **Sherbourne Health Centre** 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

Uses and Disclosures of Personal Health Information:

We use and disclose (share) your personal health information to:

- Treat and care for you
- Plan, administer and manage our programs and services,
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer, etc.)
- Conduct quality improvement activities (such as client satisfaction surveys)
- Conduct risk management activities
- Teach
- Compile statistics
- Meet legal and regulatory requirements
- Fulfill other purposes permitted or required by law.

Updating of Privacy Policy:

We regularly review our privacy practices for our various activities, and update our policy. Please check www.sherbourne.on.ca for information on our most up-to-date practices.

Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

Important Information

- We take steps to protect your personal health information 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 that you have consented to.

How to Contact Us

Our privacy contact person is the Medical Director.

For more information about our privacy protection practices, or to raise a concern about our practices, contact:

Medical Director
333 Sherbourne St
Toronto, ON. M5A 2S5
Phone: 416-324-4180 Fax 416-324-4181
privacy@sherbourne.on.ca

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights. The Commissioner can be reached at:

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

416-326-3333 or 1-800-387-5559
Fax: 416-325-9195 TTY: 416-325-7539
Website: www.ipc.on.ca

Appendix 1



General Privacy Statement

Sherbourne Health Centre staff is bound by law and ethics to safeguard your privacy and the confidentiality of your personal information.

This includes:

- ◆ Collecting only the information that may be necessary for your care;
- ◆ Keeping accurate and up-to-date records;
- ◆ Safeguarding the medical records in my possession;
- ◆ Sharing information with other health-care providers and organizations on a “need to know” basis where required for your health care;
- ◆ Disclosing information to third parties only with your express consent, or when necessary for legal reasons;
- ◆ Retaining/destroying records in accordance with the law.

Your request for care from SHC implies consent for our collection, use and disclosure of your personal information for purposes related to your care. As noted above, other purposes require your express consent. You have the right to see your records. You may also obtain copies of your records — please see the receptionist for our procedure for this service. Please speak to your provider if you have any concerns about the accuracy of your records.

If you would like to discuss our privacy policy in more detail, or have specific questions or complaints about how your information is handled, please speak to your provider. If your provider is unable to assist you or to resolve your complaint, please address your question or complaint to Sherbourne Health Centre’s Privacy Officer: The Medical Director, Sherbourne Health Centre, 333 Sherbourne St, Toronto.

Email Privacy Statement:

Sherbourne Health Centre recognizes that email is an important way of communicating. However, because of the privacy risks associated with email, healthcare providers (doctors, nurses, nurse practitioners, medical secretaries) are not able to communicate with clients via email.

Programs that do not provide health care services (e.g. SOY, Parenting Network) may use email to communicate with clients and vice versa.

While Sherbourne Health Centre takes physical, electronic and administrative measures to protect email communication, clients should recognize and accept the risks and conditions associated with the use of email (as posted on www.sherbourne.on.ca). For a paper copy of these risks and conditions please request this from the Privacy Officer.

RISKS OF USING EMAIL

Transmitting information by email poses several risks that you should be aware of. You should not agree to communicate with the staff by email without understanding and accepting these risks. The risks include, but are not limited to the following:

- ➔ The privacy and security of email communication cannot be guaranteed.
- ➔ Employers and online services may have a legal right to inspect and keep emails that pass through their system.
- ➔ Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- ➔ Emails can introduce viruses into a computer system, and potentially damage or disrupt the computer.
- ➔ Email can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of the sender or recipient. Email senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients.
- ➔ Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or in cyberspace.
- ➔ Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- ➔ Email can be used as evidence in court.
- ➔ The client waives the encryption requirement, with the full understanding that such waiver increases the risk of violation of the client's privacy.

CONDITIONS OF USING EMAIL

- ➔ The staff and centre will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, the staff and sender cannot guarantee the security and confidentiality of email communication and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct of the provider.