



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