

# YOUR PERSONAL INFORMATION AND YOUR PRIVACY RIGHTS

## WHO CAN USE AND SEE YOUR HEALTH INFORMATION?

When you come to see us, we assume you consent to our collecting, using, and sharing your health information to provide you with service, unless you tell us otherwise.

In most cases, your information will only be used and shared by those on your service team (i.e. your therapist, their manager, a program assistant, and a data analyst). If it would be helpful to share your information with other providers, we will get your consent to do so.

At times, we may collect, use, or share your health information without your permission, including:

- When necessary to prevent serious harm to you or others
- When we suspect certain types of abuse
- Following a court order or as otherwise required by law

Sometimes we get your permission before we collect, use, or share your health information for research. However, some research projects do not require your consent under certain conditions. These research projects must be approved by a research ethics board and must have privacy safeguards in place. We may also use your information for educational and quality improvement purposes.



## YOUR RIGHTS

You have the right to:

- Ask to see and get a copy of your health record
- Ask us to correct information in your record that is inaccurate or incomplete
- Ask us not to collect, share, or use your health information for service purposes

Contact us if you would like to:

- Ask about how to exercise your privacy rights
- Request access to or correction of your record
- Make a complaint
- Report a privacy concern



Contact our Privacy Officer by emailing [privacy@maltbycentre.ca](mailto:privacy@maltbycentre.ca) or calling 613-546-8535 ext. 5425.

You have the right to file a complaint with the Information and Privacy Commissioner of Ontario.

Email: [info@ipc.on.ca](mailto:info@ipc.on.ca) Phone: 1-800-387-0073 Website: [www.ipc.on.ca](http://www.ipc.on.ca)