



PHYSIOMAX WELLNESS PRIVACY POLICY

We will collect, use and disclose personal information responsibly, and only the extent necessary for the services we provide. We also try to be open as to how we handle your information.

WHAT IS PERSONAL INFORMATION? Personal information is information that allows someone to identify an individual. This includes information that relates to their personal characteristics (age, income, address or phone number) their health, or their activities and views (opinions expressed, or evaluation of an individual). This is not the same as business information, which is not protected by privacy legislation.

REASONS FOR COLLECTING INFORMATION: Like all rehabilitation professionals, we collect use and disclose personal information in order to serve our clients. The main purpose for collecting this information is to provide rehabilitation treatment. We collect information about health history, physical condition, function and social situation in order to help us assess what their health needs are, to advise them of their options and then to provide the health care they choose to have. A second reason is to obtain a baseline of health and social information so that in providing ongoing health services, we can identify changes that are occurring over time.

On our website, we only collect personal information you give to us and only use that information for the purpose you gave it to us (responding to email).

RELATED REASONS FOR COLLECTING PERSONAL INFORMATION: The most common examples of using personal information for non-treatment purposes are as follows:

1. To invoice clients for services that was not paid for, to process credit cards, or to collect unpaid accounts.
2. Our clinic reviews our client files for the purpose of monitoring high quality record keeping, including the assessment of staff performance. External consultants may, on our behalf perform audits and continuing quality reviews of our clinics, including reviewing client files and interviewing our staff.
3. Physiotherapists and other professional staff are regulated by their respective Colleges, who may inspect our records and interview our staff as part o their regulatory activities.
4. Most of our goods and services are paid, either in whole or in part, by third parties (e.g., private or auto insurance or WSIB) These payers often have your consent or legal authority to direct us to collect and disclose to them certain information in order to demonstrate client entitlement to this funding.



PROTECTION OF PERSONAL INFORMATION Because we understand the importance of protecting personal information, we have undertaken to:

1. Supervise or secure paper information in a locked or restricted area.
2. Secure electronic hardware in a locked or restricted area. Computers are password protected. Our cell phones are digital, which is harder to intercept.
3. Transmit paper information through sealed addressed envelopes or boxes labeled "Private and Confidential" by reputable couriers.
4. Train our staff to collect, use and disclose personal information only as necessary to fulfill their duties.
5. External consultants and agencies with access to personal information must enter into privacy agreements with us.

DO YOU HAVE A QUESTION? Our Information Officer, Deoanand Persaud, can be reached at: nopain@physiomaxwellness.ca.

He or his delegate will attempt to answer any questions you may have. If you have a formal complaint about our privacy policy, you may make it in writing to our Information Officer. He or his delegate will acknowledge receipt of your complaint and make certain that it is investigated promptly, and you will be provided with a written response.

Questions or concerns about the competency of our staff may be directed to the Information Officer. If we cannot satisfy your concerns, you are entitled to complain to the appropriate regulatory body, as defined by the Regulated Health Professions Act.

This policy is made under the Personal Information Protection and Electronic Documents Act. This is a complex Act and provides some additional exceptions to the privacy principles outlined above. There are some rare exceptions to the commitments set out above.

For more general inquiries, you may contact the Information and Privacy Commissioner of Canada. He can be reached at:

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