Cornerstone Occupational Therapy Consultants

CORNERSTONE OCCUPATIONAL THERAPY CONSULTANTS

PRIVACY POLICY

CORNERSTONE OCCUPATIONAL THERAPY CONSULTANTS
Privacy Policy Officer: Bevan Sequeira MScOT, OT Reg. (N.S.)
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CORNERSTONE OCCUPATIONAL THERAPY CONSULTANTS recognizes the importance of privacy and the sensitivity of personal information. As occupational therapists, we have a professional obligation to keep confidential all information we receive within a clinical or therapeutic relationship. We are committed to protecting any personal information we hold. This Privacy Policy outlines how we manage your personal information and safeguard your privacy.

Our organization complies with the Personal Information Protection and Electronic Documents Act (PIPEDA), the federal privacy law that has applied to all private-sector organizations engaged in commercial activities in Nova Scotia and Ontario since January 1, 2004. These obligations extend to occupational therapists, including Cornerstone Occupational Therapy Consultants. PIPEDA gives you rights concerning the privacy of your personal information. In addition, occupational therapists in Nova Scotia are required to adhere to Nova Scotia's Personal Health Information Act, 2010, and occupational therapists in Ontario must adhere to Ontario's Personal Health Information Act, 2004.

We are responsible for the personal information we collect and hold. We have developed this policy to outline how we meet this responsibility.

What personal information do we collect?

Personal information is any information that identifies you, or by which your identity could be deduced.

We are required to collect and use relevant personal information in order to provide you with occupational therapy services, to comply with the Regulated Health Professions Act (Nova Scotia), Standards of Practice from the Nova Scotia Occupational Therapy Regulator (NSOTR), the Regulated Health Professions Act (Ontario), the Occupational Therapy Act (Ontario), and Standards of Practice from the College of Occupational Therapists of Ontario.

How do we collect your personal information?

We collect information only by lawful and fair means and not in an unreasonably intrusive way. Wherever possible we collect your personal information directly from you, at the start of and in the course of our therapeutic relationship.

Sometimes we may obtain information about you from other sources: for example,

- your insurance company
- your referring party
- your medical practitioner
- another treating health professional
- your family
- your employer
- your hospital.

Retaining Your Personal Information

We retain your information only as long as required by our professional standards of practice. Destruction of records is completed using a secure manner that prevents anyone from accessing, discovering, or otherwise obtaining the information contained in the record.

Consent

In most cases, we shall ask you to specifically consent, if we collect, use, or disclose your personal information. Normally, we ask for your consent in writing, but in some circumstances, we may accept your verbal permission to collect, use, or disclose this information. Sometimes, your consent may be implied through your conduct with us.

Use of Your Information

We use your personal information to provide occupational therapy services to you, and to complete billing and administration tasks.

We do not disclose your personal information to any third party to enable them to market their products and services. For example, we do not provide our client mailing lists to other occupational therapists or equipment vendors.

Disclosure of Your Personal Information

Under certain circumstances, we will disclose your personal information to a third party:

- when we are required or authorized by law to do so, for example if a court issues a subpoena
- when you have consented to the disclosure
- when occupational therapy services that we are providing require that we give your information to a third party; your consent will be implied unless you tell us otherwise
- where it is necessary to establish or collect fees
- if we engage a third party to provide administrative services to us (such as computer back-up services or archival file storage) and in this circumstance the third party is bound by our privacy policy

- if the information is already publicly known.

Updating Your Information

Since we use your personal information to provide occupational therapy services to you, it is important that the information be accurate and up to date.

If during the course of our relationship, any of your information changes, please inform us so that we can make any necessary updates to our files.

Is My Personal Information Secure?

We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

- premises security
- restricted file access to personal information
- secure sharing and storing of electronic documents
- shredding of sensitive, confidential materials.

Access to Your Personal Information

You may ask for access to any personal information we hold about you.

Summary information is available on request, in writing. More detailed requests which require archive or other retrieval costs may be subject to our normal professional and disbursement fees. If we are unable to provide you with a copy of your report (i.e. if we are not the custodian), we will provide you with information regarding how to access the report.

Correcting Errors

If there is information about you in our files and you can establish that it is not accurate, complete and up to date, we will take reasonable steps to correct it.

Can I Be Denied Access to My Personal Information?

Your rights to access your personal information are not absolute.

We may deny access when:

- granting you access would have an unreasonable impact on other people's privacy
- protecting our company's rights and property
- the request is frivolous or vexatious.

If we deny your request for access to information, or refuse a request to correct information, we shall explain why.

Communicating with Us

You should be aware that e-mail and text messages are not secure mediums if/when contacting us to send personal or confidential information. We will not share personal information over text or email without your expressed consent.

Changes to this Privacy Policy

Since we regularly review our policies and procedures, we may update our Privacy Policy from time to time.

Requests for Access

If you have any questions, or wish to access your personal information, please contact our Privacy Officer at the address noted above.

If you are not satisfied with our response, the Privacy Commissioner of Canada can be reached at:

30 Victoria Street
Gatineau, Quebec
K1A 1H3
1-800-282-1376