

Community Healthcaring Kitchener-Waterloo Privacy Policy Summary for Clients

We care about your privacy

The Health Centre is committed to keeping your personal information safe and private.

Our Policy

- The Health Centre has a policy that explains **how** and **why** we collect and use your personal information.
- All staff, students and volunteers will only see and use the information they need to do their job.

For a copy of our policy, please ask any staff member. You can also find our policy on our website:

www.healthcaringkw.org

What do we use your information for?

- To provide you with services and supports
- If needed, to work with other health care workers in the community to provide you with services and supports
- To make sure that we are giving you the best care we can
- To meet Accreditation requirements
- To report to the Ministry of Health and Long-Term Care and the Home and Community Care Support Services of Waterloo Wellington

Questions about privacy, privacy laws or want to make a complaint?

The Health Centre **Privacy Officer** can answer your questions. Please call 519-745-4404 extension 317.

OR

The Office of the Information and Privacy Commissioner of Ontario (IPC)

Mailing Address: 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8

Email address to reach the IPC or the Commissioner: info@ipc.on.ca

Telephone: 416-326-3333 **Long distance:** 1-800-387-0073

TDD/TTY: 416-325-7539

Website address: www.ipc.on.ca

eHealth Ontario Privacy Office

Toll-free: 1-888-411-7742

Website address: <https://ehealthontario.on.ca/en/our-privacy-commitment>