

## 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](http://www.healthcaringkw.org)

### What do we use your information for?

Your request for care from us implies consent for our collection, use, and disclosure of your personal health information for the following purposes:

- 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
- We may also provide your health information to Ontario Health to update your provincial electronic health record (EHR),
- 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](mailto: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](http://www.ipc.on.ca)

eHealth Ontario Privacy Office

**Toll-free:** 1-888-411-7742

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