

## Our Commitment to Protecting Your Privacy

At C.M.H.A. H.K.P.R. we are committed to protecting your privacy.

In Ontario, the protection of personal health information is governed by the Personal Health Information Protection Act (2004), sometimes referred to as P.H.I.P.A.

## Questions or Concerns?

Questions or concerns about C.M.H.A. H.K.P.R.'s privacy policies and procedures, or the use of personal health information, may be directed to one of our Privacy Officers. Our Privacy Officers can be reached by emailing [privacy@cmhahkpr.ca](mailto:privacy@cmhahkpr.ca), or by phoning 705-748-6711 and asking to speak to a Privacy Officer.



## Contact Us

### Peterborough Programs & Services

466 George Street North  
Peterborough, Ontario, K9H 3R7  
Phone: (705) 748-6711  
Fax: (705) 748-2577

### Kawartha Lakes Programs & Services

33 Lindsay Street South, 2nd Floor  
Lindsay, Ontario, K9V 2L9  
Phone: (705) 328-2704  
Fax: (705) 328-2456

### Administrative Office

(Ontario Telemedicine/Early Psychosis Intervention)

415 Water Street  
Peterborough, Ontario, K9H 3L9  
Phone: (705) 748-6687  
Fax: (705) 748-4078

Email: [privacy@cmhahkpr.ca](mailto:privacy@cmhahkpr.ca)

[www.cmhahkpr.ca](http://www.cmhahkpr.ca)

### The Privacy Commissioner

If you think we have violated your privacy rights, you can contact Ontario's Information Privacy Commissioner:

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

Tel: 426-326-3333 or, 1-800-387-0073

[www.ipc.on.ca](http://www.ipc.on.ca)



**Canadian Mental Health Association**

Haliburton, Kawartha, Pine Ridge

# Our Commitment To Your Privacy



**Canadian Mental Health Association**

Haliburton, Kawartha, Pine Ridge

Serving the counties of Peterborough, Northumberland, Haliburton, and the City of Kawartha Lakes.



A Guide to the Collection, Use, and Sharing of Your Personal Health Information

## Your Personal Health Information

We ask you to share your Personal Health Information (P.H.I.) with us so that we can help you determine your needs and provide you with the best possible service.

Your P.H.I. may include details on:

- Your mental and physical health
- Your personal and health history

When you have given your consent, we may also share your P.H.I. with other health service workers who are supporting you.



## Collecting Personal Health Information

We collect personal health information about you so that we can provide the supports and services that you request. The information we collect may include your name, address, other contact information, date of birth, health card number, health and social history, and records of other services we have provided to you.

We also collect personal health information about you from other sources, where you have told us it is alright to do so (you have given us your informed consent).

## Using Personal Health Information

In addition to using this information to provide you with supports and services, we may use your information in ways that do not identify you. For example, we provide statistics about the services we provide to our funders. We may also use combined, non-identifying information about large client groups, to give us important data about demographics and the support needs of people who use our services.

## Sharing Personal Health Information

Subject to certain legal requirements and exceptions, we will only ever share your information with your permission (consent).

## Accessing Your Information

You can request to access or correct the personal health information we hold about you. You can request a copy of your record as well, although there may be a fee for this.

## Protecting Your Information

C.M.H.A. H.K.P.R. relies on several different ways to protect your personal health information:

- A secure electronic record system
- Encryption and password protection
- Only people involved in your supports may access your records
- Comprehensive orientation and ongoing training to staff on privacy
- Regular audits of our electronic records
- Comprehensive policies and procedures on all of our privacy management processes
- A Privacy and Security Committee that meets regularly to continually monitor our processes, and to stay current on privacy matters in the healthcare field
- Designated Privacy Officers who provide additional support to our staff and processes, and address questions related to privacy and the protection of personal health information.