

# Privacy Policy and Confidentiality

Per the Health Canada Information Consent and Privacy Act, we are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when interacting with our services. You consent to the practices described in this policy by providing your personal information.

## 1. Collection of Personal Information

We collect personal information necessary to provide health-related services, such as:

- Full name
- Contact information (address, phone number, email)
- Health history and medical records
- Identification numbers (e.g., health card number)

We collect this information directly from you or authorized representatives with your consent.

## 2. Purpose of Information Collection

Your personal information is collected for the following purposes:

- To provide and manage healthcare services
- To comply with legal and regulatory obligations
- For billing and administrative purposes
- To improve our services through research and quality assurance when anonymized

## 3. Consent

Your consent is required before collecting, using, or disclosing your personal information, except where law permits. Consent can be provided verbally, in writing, or electronically. You may withdraw your consent at any time, subject to legal or contractual restrictions.

## 4. Use and Disclosure of Information

We use your personal information solely for the purposes stated above. We do not disclose your information to third parties without your consent, except:

- When required by law or regulation
- To authorized healthcare providers involved in your care
- To third-party service providers bound by confidentiality agreements

## 5. Safeguarding Your Information

We employ strict security measures to protect your personal information, including:

- Encryption of electronic data
- Secure physical storage
- Access controls to limit personnel access

## 6. Access and Correction

You have the right to:

- Access your personal information

- Request corrections to inaccuracies

To exercise these rights, submit a written request to our Privacy Officer.

#### 7. Retention and Destruction

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected or as required by law. When no longer needed, we securely destroy your information.

#### 8. Privacy Officer Contact

If you have questions, concerns, or complaints about our privacy practices, please contact:

Rina Thibault  
Metabodyworks Massage Therapy and Holistic Wellness  
13615 Road 38, Sharbot Lake, ON K0H 2P0  
613- 929 3457  
info@metabodyworks.com

#### 9. Updates to Privacy Policy

We may update this Privacy Policy occasionally to reflect changes in legal requirements or our practices. The revised policy will be posted on our website with the effective date.

Acknowledgment: By interacting with our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

☐ yes ☐ no