

# MINDFUL METHODOLOGY

## Privacy Policy

**Effective Date:** February 20, 2026 **Last Updated:** February 20, 2026

Mindful Methodology is committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, store, and protect your information in compliance with Ontario's Personal Health Information Protection Act (PHIPA) and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA).

## 1. Information We Collect

### 1.1 Quiz and Contact Information

When you complete our online quiz or contact form, we collect:

- Your name
- Email address
- Phone number (if provided)
- Your responses to quiz questions about your mental health needs and preferences
- Your preferred contact method and availability

### 1.2 Health Information During Therapy

Once you become a client, we collect and maintain:

- Clinical information discussed during sessions
- Treatment plans and progress notes
- Intake assessment information
- Billing and payment information

### 1.3 Technical Information

When you visit our website or use our services, we may automatically collect:

- IP address and device information
- Browser type and operating system
- Pages visited and time spent on our website
- Referring website or advertisement

## 2. How We Use Your Information

We use your information only for the following purposes:

- To contact you to schedule your free consultation
- To assess whether our services are appropriate for your needs
- To provide psychotherapy services
- To maintain clinical records as required by CRPO
- To process payments and provide insurance receipts
- To send appointment reminders and administrative communications
- To comply with legal and professional obligations
- To improve our services and website (using anonymized data only)

**We will never** sell, rent, or share your personal or health information with third parties for marketing purposes.

### 3. How We Store and Protect Your Information

Your information is stored securely using industry-standard practices:

- Quiz responses are collected through secure, encrypted platforms (Typeform, Jotform, or similar)
- Clinical records are stored in Jane (a PHIPA-compliant electronic health record system)
- Email communications are secured with two-factor authentication
- All data is encrypted both in transit and at rest
- Access to your information is limited to Shalley Singh, RP (Qualifying) and her clinical supervisor (for supervision purposes only)
- Video sessions are conducted through secure, PHIPA-compliant platforms
- Sessions are never recorded unless you provide explicit written consent

### 4. Third-Party Service Providers

We use the following third-party services to provide our services. These providers have their own privacy policies and security measures:

**Jane (jane.app):** Electronic health records, scheduling, and video sessions

**Typeform/Jotform:** Quiz and contact form collection

**Email Provider (Outlook/Gmail):** Secure communications

**Payment Processors:** Secure payment processing for e-transfer and credit cards

**Website Hosting:** Secure website hosting services

These providers are required to maintain the confidentiality and security of your information and may only use it to provide services to Mindful Methodology.

### 5. How Long We Keep Your Information

**Quiz/Contact Information:** If you do not become a client, your quiz responses and contact information are retained for 12 months, then securely deleted. You may request earlier deletion at any time.

**Clinical Records:** If you become a client, your records are retained for 10 years following our last session (for clients 16+) or 10 years from your 16th birthday (for clients under 16), as required by CRPO and PHIPA.

## 6. Your Rights

You have the right to:

**Access:** Request a copy of your personal information

**Correction:** Request corrections to inaccurate information

**Deletion:** Request deletion of your quiz/contact information (if not a client)

**Withdraw Consent:** Withdraw consent for us to contact you or use your information

**Opt-Out:** Unsubscribe from promotional communications at any time

**File a Complaint:** Lodge a privacy complaint with the Information and Privacy Commissioner of Ontario (IPC)

To exercise any of these rights, contact us at [shalley@mindfulmethodology.ca](mailto:shalley@mindfulmethodology.ca)

## 7. Disclosure of Information

We will only disclose your personal health information without your consent in the following legally required circumstances:

- When there is an imminent risk of serious harm to you or others
- When there is suspected child abuse or neglect (for individuals under 16)
- When required by court order or subpoena
- To comply with legal or regulatory obligations (e.g., CRPO audits)

With your written consent, we may also share information with other healthcare providers involved in your care.

## 8. Cookies and Analytics

Our website uses cookies and similar technologies to:

- Remember your preferences
- Understand how visitors use our website (using Google Analytics or similar)
- Improve user experience
- Track advertising effectiveness (Meta Pixel, Google Ads)

You can disable cookies through your browser settings, though this may affect website functionality. Analytics data is anonymized and not linked to your personal or health information.

## 9. Children and Minors

Our quiz and online forms are not intended for individuals under 16 without parental consent. If you are under 16, please have a parent or guardian complete the form on your behalf or contact us directly at [shalley@mindfulmethodology.ca](mailto:shalley@mindfulmethodology.ca).

## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a new "Last Updated" date. Significant changes will be communicated to current clients via email.

## 11. Contact Information

If you have questions about this Privacy Policy or how we handle your information, please contact:

### **Shalley Singh, RP (Qualifying)**

Mindful Methodology

Email: [shalley@mindfulmethodology.ca](mailto:shalley@mindfulmethodology.ca)

Phone: (416) 897-9890

Website: [www.mindfulmethodology.ca](http://www.mindfulmethodology.ca)

### **To File a Privacy Complaint:**

Information and Privacy Commissioner of Ontario (IPC)

Phone: 416-326-3333 or 1-800-387-0073

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