

PRIVACY POLICY

Professional MindCare Inc. (the “Company”) is committed to protecting your personal information and privacy. This **Privacy Policy** explains the principles we follow when handling your personal data, and how we collect, use, disclose, and protect your personal information. We endorse the following ten privacy principles of the Canadian Standards Association (CSA) Model Code for the Protection of Personal Information, upon which Canadian privacy legislation is based because, for us, it is very important to protect your personal information and privacy according to the highest standards and measures.

- **Accountability.**

We collect, use, disclose, and protect any information that can be used to identify, contact, or distinguish a specific individual as “personal information”. Business information and certain publicly available information, such as names, addresses, and telephone numbers published in public directories, are not considered personal information. The Company is responsible for all personal information under our control, and we remain responsible when personal information is processed by third parties on our behalf.

The Company's Privacy Officer is the primary contact person for information privacy and security matters and is accountable for our compliance with this Privacy Policy and applicable privacy laws. Our Privacy Officer can be reached at mariela@professionalmindcare.com.

- **Identifying Purposes.**

The purposes for the collection of personal information by the Company will be identified at or before the time of our collection, usually on the subject materials. This includes but is not limited to, providing services, maintaining customer relationships, and meeting legal and regulatory requirements.

The Company collects, uses, and discloses personal information for activities that aim to raise awareness on mental health matters, on behalf of the Company such as direct marketing, public relations activities in the community of mental health and addictions, publications and communication vehicles, educating and promoting social action of the public, issuing tax receipts, sending electronic and mail reminders of events and opportunities, volunteer recruitment and recognition, planning dinners, awards, galas and for performing administrative activities related to these purposes.

- **Consent.**

You choose the information you submit to us and control how we use and disclose that information, with a few exceptions as may be permitted or required by law.

By voluntarily providing us with personal information you are deemed to have consented to our collection, use, and disclosure of such information. You also are deemed to consent to being added to our contact database to receive news of our activities and other updates. You can withdraw this consent at any time on written notice to us.

- **Limiting Collection.**

The Company limits the personal information we collect to only the information that is necessary for the purposes we have identified. The Company uses fair and lawful means to collect personal information.

The Company does not collect any personal health information, other than that which is volunteered directly by the individual, or is otherwise publicly known, or is shared by others voluntarily with the Company.*

- **Limiting Use, Disclosure, and Retention.**

The Company does not rent, sell, or trade any personal information to third parties.

The Company does not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual to whom the information relates or as otherwise permitted or required by law.

We retain personal information as long as necessary for the fulfillment of our purposes, including raising awareness on mental health issues and providing our business consultancy services. We dispose of personal information that we no longer require by shredding, in the case of paper records, and by deleting electronic files or otherwise destroying electronic media containing such records.

- **Accuracy.**

The Company takes reasonable steps to ensure the personal information we hold is accurate, complete, and as up-to-date as is necessary for the purposes for which it is to be used. From time to time, the Company may contact clients, volunteers, and other individuals in the Company's database to update their personal information.

- **Safeguards.**

Your personal information held by the Company is protected with security safeguards appropriate to the sensitivity of the information. These measures include physical, technological, and organizational protections to prevent unauthorized access, disclosure, and misuse.

All independent contractors or vendors that have a working relationship with the Company's database must sign confidentiality agreements.

All personal information collected and inputted electronically is retained on a secured, confidential database.

The Company performs periodic audits on electronic records as required to ensure the protection of personal information.

File cabinets and storage areas that store personal information are locked when unattended. Employees are required to return personal information to their secure storage areas promptly.

Efforts are made to ensure that personal information is not inadvertently disclosed to persons not otherwise entitled to receive such information.

We only select contractors who commit under contract to protect the information we share with them.

- **Openness.**

The Company provides the public with general information on our personal information protection policies and practices and makes it easy to identify and contact the Privacy Officer, the person responsible for personal information protection.

- **Individual Access.**

Upon request, we inform individuals of the existence, use, and disclosure of their personal information and provide access to that information.

To request access, deletion or to challenge the accuracy of your personal information retained by the Company, contact the Company's privacy officer via email to mariela@professionalmindcare.com

Challenging Compliance.

Concerns about our compliance with this Policy can be addressed in writing to our Privacy Officer at via email to _mariela@professionalmindcare.com. We investigate all complaints. If a complaint identifies a gap in our privacy practices, we take appropriate steps to remedy the situation, including changing our policies and practices if necessary.

Contact us! We love hearing from you.

Questions or concerns regarding the handling of personal information may be directed to our Privacy Officer, via email to mariela@professionalmindcare.com

- **Changes to this Privacy Policy.**

We may update this Privacy Policy to reflect changes to our information practices. Any changes will be effective upon the posting of the revised Privacy Policy.

June, 2024.

PROFESSIONAL MINDCARE