



49 Pleasant St. Parrsboro, NS
BOM 1S0
1 (902) 613-2464

Privacy Policy

Privacy of Personal Information

Privacy of personal information is an important principle to the Chiro at the Basin Clinic. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. We try to be open and transparent about how we handle personal information. This document describes our privacy policies.

What is Personal Health Information?

Personal health information is information about an identifiable individual. Personal health information includes information that relates to: the physical or mental health of the individual (including family health history); the provision of health care to the individual (including identifying the individual's health care provider); payments or eligibility for health care or coverage for health care; the individual's health number; or the identification of the individual's substitute decision-maker.

and agencies that may, in the course of their duties, have limited access to personal health information we hold. At the clinic there is restricted access to any personal information we hold as much as is reasonably possible.

Why We Collect Personal Health Information?

We collect, use and disclose personal information to serve our patients. For our patients the primary purpose for collecting personal health information is to provide Chiropractic care and Registered massage therapy. For example, we collect information about a client's health history, including their family history, physical condition and function and social situation in order to help us assess what their health needs are, to advise them of their options and then to provide

the health care they choose to have. A second primary purpose is to obtain a baseline of health and social information so that in providing ongoing health services we can identify changes that are occurring over time. It would be rare for us to collect such information without the patient's express consent, but this might occur in an emergency (e.g. the patient is unconscious) or where we believe the patient would consent if asked and it is impractical to obtain consent (e.g. a family member passing a message on from our patient and we have no reason to believe that the message is not genuine).

We also collect information to comply with external regulators. Professionals are regulated by the Nova Scotia College of Chiropractors and overseen by The Massage Therapy Association of Nova Scotia. Who may inspect our records and interview us as a part of its regulatory activities in the public interest. The NSCC or MTANS has its own strict confidentiality and privacy obligations. In addition, as professionals, we will report serious misconduct, incompetence or incapacity of other practitioners, whether they belong to other organizations or our own. Also, our organization believes that it should report information suggesting illegal behaviour to the authorities. In addition, we may be required by law to disclose personal health information to various government agencies (e.g. Ministry of Health, children's aid societies, Canada Customs and Revenue Agency, Information and Privacy Commissioner, etc.).

Protecting Personal Information

We understand the importance of protecting personal information. For that reason, we have taken the following steps: Paper information is either under supervision or secured in a locked or restricted area. Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, strong passwords are used on all computers and mobile devices. Personal health information is only stored on mobile devices if necessary. All personal health information stored on mobile devices is protected by strong encryption. Paper information is transferred through sealed, addressed envelopes or boxes by reputable companies with strong privacy policies. Electronic information is either anonymized or encrypted before being transmitted. We do not post any personal information about our patients on social media sites. External consultants and agencies with access to personal information must enter into privacy agreements with us. If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions we may have formed. We may ask you to provide documentation that our files are wrong. Where we agree that we made a mistake we will make the correction. At your

request and where it is reasonably possible, we will notify anyone to whom we sent this information (but we may deny your request if it would not reasonably have an effect on the ongoing provision of health care). If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point.

Disclosure of Personal Information

We are requested at times to supply a photocopy of a patient's file to lawyers or insurance companies. This request is only granted when a formal request is accompanied by the patient's signature in person agreeing to the release of their information to that particular lawyer/insurance company. The following are the rare exception to the above: To the organization's lawyer or to comply with a subpoena, warrant or court order. At the request of a government institution for national security, law enforcement or administration; At the initiative of the organization, to provide information to a government institution or a specified investigative body relation to law enforcement or national security; At the initiative of a specified investigative body relating to law enforcement; Where disclosure is required by law.

Retention and Destruction of Personal Information

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory bodies. However, in order to protect your privacy, we do not want to keep personal information for too long. We keep our client files for at least ten years from the date of the last client interaction or from the date the client turns 18. We destroy paper files containing personal health information by cross-cut shredding. We destroy electronic information by deleting it in a manner that it cannot be restored. When hardware is discarded, we ensure that the hardware is physically destroyed or the data is erased or overwritten in a manner that the information cannot be recovered.

You Can Look at Your Records with only a few exceptions, you have the right to see what personal information we hold about you, by contacting our Information Officer, Dr. Maryanne Bendell DC/RMT. We can help you identify what records

we might have about you. We will also try to help you understand any information you do not understand (e.g., short forms, technical language, etc.). We will need to confirm your identity, if we do not know you, before providing you with this access. We reserve the right to charge a fee, as of this writing \$5.00, for photocopying. We may ask you to put your request in writing. We will respond to your request as soon as possible and generally within 30 days, if at all possible. If we cannot give you access, we will tell you the reason, as best we can, as to why if you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions we may have formed. We may ask you to provide documentation that our files are wrong. Where we agree that we made a mistake we will make the correction. At your request and where it is reasonably possible, we will notify anyone to whom we sent this information (but we may deny your request if it would not reasonably have an effect on the ongoing provision of health care). If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point.

If There is a Privacy Breach

While we will take precautions to avoid any breach of your privacy, if there is a loss, theft or unauthorized access of your personal health information we will notify you. Upon learning of a possible or known breach, we will take the following steps: We will contain the breach to the best of our ability, including by taking the following steps. Retrieving hard copies of personal health information that have been disclosed. Ensuring no copies have been made. Taking steps to prevent unauthorized access to electronic information (e.g., change passwords, restrict access, temporarily shut down system) We will notify affected individuals. We will provide our contact information in case the individual has further questions. We will provide the Commissioner's contact information. We will investigate and remediate the problem, by: Conducting an internal investigation. Determining what steps should be taken to prevent future breaches (e.g. changes to policies, additional safeguards). In addition, we may report the breach to the relevant regulatory College if we believe that it was the result of professional misconduct, incompetence or incapacity.

If you have and questions about the privacy policy, please contact
Dr. Maryanne Bendell DC/RMT, chiroatthebasin@outlook.com
49 Pleasant St., Parrsboro,
NS, B0M 1S0

1 (902) 613-2464

Otherwise you could contact the
Office of the Information and Privacy Commissioner
For Nova Scotia
5657 Spring Garden Rd #502
Halifax, NS, B3J 1G9
1(902) 424-4684