

# Privacy Statement

## Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, health card number, extended health card numbers, address, health history, record of your visits to Trent Hills Family Health Team and the support you received during those visits.

Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits us to do so.

## Uses and Disclosure of Personal Health Information

We may use or disclose your personal health information to

- treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer, etc.) others),
- plan, administer and manage our internal operations,
- conduct risk management and quality improvement activities,
- teach,
- conduct research and compile statistics,
- comply with legal and regulatory requirements and
- fulfill other purposes permitted or required by law.

## Your Choices

You may access and correct your personal health records, or withdraw or consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

## Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.

## How to Contact Us

Our Privacy Officer is Wendy Dalby.

For more information on our privacy protection practices, or to raise a concern you have with our practices, contact us at:

119 Isabella St.  
Campbellford, ON K0L 1L0  
Tel: 705-653-1801  
Fax: 705-653-5483  
[www.thfht.com](http://www.thfht.com)  
email: [admin2@thfht.com](mailto:admin2@thfht.com)

You have the right to complain to the Information and Privacy Commissioner/ Ontario if you think we have violated your rights:

Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Tel: (416) 326-3333, Toll-free: 1-800-387-0073  
TDD/TTY: 416-325-7539  
FAX: 416-325-9195  
[www.ipc.on.ca](http://www.ipc.on.ca)