

As a Health Information Custodian under the Personal Health Information Protection Act (PHIPA), **Canadian Mental Health of York Region and South Simcoe** assumes your consent to collect, use or disclose personal health information to provide you with healthcare, unless you tell us otherwise.



COLLECTION OF YOUR PERSONAL HEALTH INFORMATION

We collect information directly from you or from the person acting on your behalf (e.g. your Substitute Decision Maker). The information that we collect may include your name, date of birth, Health Card Number, address, health history, records of your visits and the care that you received during those visits, and other relevant information. Occasionally, we may collect information about you from other sources if permitted by law. Such other sources could include family members, friends or other providers working with us to provide you with care or services (e.g. hospitals, clinics, specialists, etc.).

WE COLLECT, USE OR DISCLOSE YOUR PERSONAL HEALTH INFORMATION FOR THE PURPOSE OF:

- Providing or assisting with the provision of healthcare programs and/or services to you
- Coordinating your care with organizations and people involved in your care, as requested by you
- Compiling statistics, planning, evaluating and monitoring our programs and services
- Managing risk and quality of care improvement
- Research, education and fundraising
- Coordinating your care with your other healthcare providers including through shared electronic health information systems such as Ontario Health Teams, Connecting Ontario
- Responding to Public and Regulatory authorities
- As permitted or required by law (for example, to prevent serious harm to you or others, reporting certain types of abuse)

Our collection, use and disclosure (sharing) of your personal health information is done in accordance with Ontario law.

YOUR RIGHTS

You may request to access and correct your Personal Health Information, or withdraw your consent for the above uses and disclosures by contacting our PHIPA Lead. Your withdrawal of consent may be subject to legal exceptions.

SAFEGUARDING YOUR PERSONAL HEALTH INFORMATION

- We take reasonable 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 and ensure your Personal Health Information is secure.
- We take steps to ensure that those who perform services for us protect your privacy and only use your information for the purposes you have consented to.

For more information about our privacy practices around your personal health information or to raise a concern, please ask for our CMHA Privacy Officer: 1-866-345-0183 or reach out by email: PHIPAofficers@cmha-yr.on.ca.

If you believe your rights have been violated, you can contact the Information and Privacy Commissioner's Office Ontario: 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 Tel: 416-326-3333 or 1-800-387-0073 Fax: 416-325-9195 Web: www.ipc.on.ca Email: info@ipc.on.ca