



Family Health Clinic Privacy Policy and Patient Consent for Use of Personal Information

While we provide you with quality naturopathic care, the privacy of your personal information is extremely important to us at the Family Health Clinic. We are committed to collecting, using, storing and disclosing your personal information responsibly. Our office staff are aware of the importance of confidentiality and are trained in the appropriate use and protection of your personal information. We will not sell, rent, transfer or otherwise disclose any of your personal information to any third party without your consent. Your personal information shall not be used or disclosed for purposes other than those for which the information is collected, except with your express consent (i.e. to ICBC, your lawyer, WCB or an Extended Insurance provider), or as required by law.

What Personal Information Do We Collect and Why?

- **Name, PHN (personal health number) and Birth date:** for identity reasons; when receiving medical results/reports from medical offices; after the patient signs a release of medical records; verifying and submitting to Medical Services Plan when you are eligible for MSP Premium Assistance.
- **Mailing Address, Telephone Number:** as a secondary identifier when requesting medical results; also for medical receipts; for extended health and tax purposes; we also do phone call or text messages as reminders for office visit appointments, if this is your preference.
- **Email Address:** we may use your email address in order to correspond with you; we send out email reminders for office visit appointments (unless you choose to be reminded via phone); we may also offer to send out newsletters quarterly if you choose to subscribe.
- **Credit Card Number:** we use your credit card to charge for visits, lab tests or supplements purchased from our clinic; we only save a credit card number on your file if you request to have it stored for your convenience.

We take every precaution to ensure your personal information is kept confidential and secure. We frequently update our computer systems with appropriate firewall, anti-malware and anti-viral programs. Any paper with patient information on it is shredded on the premises. Charts containing personal information are secured in a filing cabinet away from public view.

We do not collect personal information from children without permission from the child's parent or guardian. In the case of divorced or single-parent homes, we obtain this consent from the parent bringing the child into the office.

In the event our Clinic changes ownership or is closed, we will try to contact you. We will tell you how you can get a copy of your information. If you ask us, we will transfer your information to another health provider.

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If you need to correct any of your personal information or remove your name from our email contact list, simply contact our office via phone or email. For any newsletters we will also have an unsubscribe icon that you can click on our newsletter to unsubscribe. By law we keep inactive patients' files for a minimum of seven years. If you feel we are not adhering to our Privacy Policy, please let us know. For more information, please talk to the Clinic Manager.