

## YOUR RIGHT TO PRIVACY

### OUR COMMITMENT TO PRIVACY

Protecting your privacy has always been an important aspect of Life After Fifty's ("LAF") operations. We strive to provide you with service excellence, which includes treating your personal health information fairly and with respect. Each LAF representative must abide by our commitment to privacy in the handling of your personal health information.

### LEGISLATIVE RESPONSIBILITY

The passage, Ontario's *Personal Health Information Protection Act, 2004* ("PHIPA") provides specific "privacy" rules relating to the collection, use and disclosure of personal health information of health care providers across Ontario.

### COLLECTION

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, address, health history, records of your visits or the service we have provided. 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, for example from other health care providers involved with your care.

### USES AND DISCLOSURES

We use and disclose your personal health information to:

- Provide or assist in providing health care to you.
- Plan, administer and manage our internal operations.
- Conduct risk management activities.
- Conduct quality improvement activities such as surveys.
- Evaluate our practices.
- Participate in legal proceedings pertaining to you.
- Gather statistics.
- Fulfill our legal obligations or other purposes permitted or required by law.

If LAF wishes to use or disclose your personal health information for any other purpose we will obtain your consent.

### YOUR CHOICES

You may, subject to a few limited legal exceptions, access and correct your personal health records, or at any time withdraw your consent for some of the above uses and disclosures by contacting us.

### SAFEGUARDS

Be assured that we implement various safeguards to protect your personal health information against theft, loss, unauthorized access, copying, modification and disclosure to ensure that we only use and disclose your personal health information for the purposes that you have consented to.

### RESPECTING AND RESPONDING TO YOUR PRIVACY CONCERNS

We encourage you to contact us with any questions or concerns you might have about your personal health information. You can reach our Privacy Officer by email at [privacyofficer@lifeafterfifty.ca](mailto:privacyofficer@lifeafterfifty.ca) or by phone: (519) 254-1108 x121 or direct (519) 968-3366. You also have a right to complain to the Ontario Information and Privacy Commissioner who can be reached at:

Ontario Information and Privacy Commissioner  
2 Bloor Street East, Suite 1400  
Toronto ON M4W 1A8 Canada  
Toll Free: 1-800-387-0073  
TDD/TTY: 1-416-325-7539  
Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)