

## **GAMMA-DYNACARE MEDICAL LABORATORIES**

### **PRIVACY POLICY**

Gamma-Dynacare Medical Laboratories is aware of the importance of protecting your privacy and we are sensitive to handling your personal information, in particular, your personal health information, appropriately. We are committed to collecting, using and disclosing your personal information responsibly and only as required to provide our services.

We remain responsible and accountable to you for the personal information we collect and hold. To this end, we have developed this Privacy Policy, trained our professional, technical and support staff about our policies and practices and we have also appointed a Chief Privacy Officer and Regional Privacy Officers to ensure our Privacy Policy is complied with throughout our entire company.

Should you have any questions or require additional information about our Privacy Policy, please email us at [privacyofficer@gamma-dynacare.com](mailto:privacyofficer@gamma-dynacare.com).

#### **1. Personal Information**

Personal information is any information that identifies you, or by which your identity could be deduced and includes any health related information. Business information however (for example, your business title or business address and business telephone number) is not considered to be personal information according to privacy legislation.

Generally speaking, if we do not collect and use your personal information, we cannot provide you with our services.

#### **2. Purposes for the Collection, Use and Disclosure of Personal Information**

We will only collect that information necessary for the purposes set out in this Policy. We collect, use and disclose personal information for the following purposes:

- to deliver quality medical laboratory services to our patients
- to identify and to ensure continuous high quality service
- to perform high quality laboratory testing and to provide the results of such tests to your health care provider
- to enable us to contact and maintain communication with you, including, without limitation, to distribute health-care information and to book and confirm appointments
- to communicate with your health care practitioner and/or other health-care providers and organizations where required for your health care
- to allow us to efficiently follow-up for testing, treatment, care and billing
- for teaching and demonstrating purposes on an anonymous basis
- for research, health surveillance and statistical analysis of data purposes
- to determine whether you may be a good candidate for a particular research study
- to complete and submit claims for payment to OHIP and to other third parties (such as private health insurance plans) in order to be paid for the services rendered
- to collect unpaid accounts and to process payments in general

- to comply with the legal and regulatory framework of relevant legislation and to comply with any other requirements mandated by a government authority
- to permit potential purchasers or advisors to evaluate our facilities in preparation for a sale
- to deliver your charts and records to our insurance provider to enable them to assess liability and quantify damages, if any
- for administrative/management activities such as planning resource allocation, reporting or evaluation
- to comply generally with the law
- for any other purpose that may be identified before or at the time the information is collected.

### **3. How Personal Information is Collected**

In most instances, we will collect information from the test requisition completed by your referring health care practitioner. In other instances, we collect your personal information directly from you when you visit our facilities. In all cases, we collect information only by lawful and fair means, and not in an unreasonably intrusive way.

### **4. Consent**

We will collect, use and disclose your Personal Information only on the basis of your consent, except where otherwise required or permitted by applicable laws. You may provide your consent to us either orally or in writing. Your consent may also be implied through your conduct with us.

You may also provide limited consent (which must be in writing) so as to prevent the disclosure of some or all of your personal health information to another health information custodian. In such instances, if the information sought to be withheld is significant to your health care, it is permissible, by law, for us to inform the requesting custodian of the existence of such information, without actually disclosing the information itself.

### **5. Limits to Collection, Use, Disclosure and Retention of Personal Information**

We will limit the collection of personal information to those purposes identified in this Policy. Similarly, your personal information will not be used or disclosed for purposes other than those for which the information is collected or as required, or permitted, by law.

We will retain your personal information for the periods prescribed by applicable rules and guidelines. These vary depending on the type of tests that we perform for you. After the expiry of these periods we will destroy, erase or make anonymous your personal information.

### **6. Disposal of Personal Information**

We destroy our records (which include electronic records and hardware) in a way that protects your privacy. We use methods that include supervised incineration

or shredding and/or bonded contractors who must adhere to contractual privacy obligations.

## **7. Updating Your Information**

We will use our best efforts to ensure that your personal information is as accurate, complete and up-to-date as possible for the purposes that it is to be used. If any of your personal information changes, please inform us immediately so that we can make the necessary changes.

## **8. Security of your Personal Information**

We take all reasonable precautions to ensure that your personal information is protected from loss, theft, unauthorized access, modification, use, copying, disclosure or tampering. Your information is protected whether recorded on paper or electronically.

We have safeguards in place to protect all personal information retained in our facilities, and during their disposal and destruction. Our safeguards include:

- physical measures (locked filing cabinets, restricting access to our office, alarm systems)
- technological tools (passwords, encryption, firewalls, anonymizing software)
- organizational controls (security clearances, limiting access on a "need-to-know" basis, staff training, confidentiality agreement)

Our staff is also aware of the importance of maintaining the security and confidentiality of all personal information in our possession. We review and update our security measures on a regular basis.

## **9. Communicating with you**

We are sensitive to the privacy of your health information and this is reflected in how we communicate with each other both you and others involved in your care. We protect personal health information regardless of its format.

**Telephone:** Your preference with regards to phone messages will be taken into consideration. Unless you indicate otherwise, we will only leave our name and phone number on any message for you.

**Fax:** Our fax machines are located in a secure area and we use pre-programmed numbers to send transmissions. All transmissions are sent with a cover sheet that indicates the information is confidential. We take reasonable steps to ensure that health information is received only by a secure fax machine.

**E-mail:** Any confidential information that we send via email over public or external networks is encrypted. We employ a firewall and virus scanning software to mitigate against unauthorized modification, loss, access or disclosure.

**Internet:** Website users should be aware that requests submitted through our website should not be considered to be secure or a private method of communicating personal information. Additionally, Gamma-Dynacare's website may use "cookies" which are small files stored in your computer that identify users entering our website. These files allow us to direct you to your preferred subsections of our website and enable statistical analysis of how our website is used. Only aggregated data, no individual records, will be used for this analysis.

**Post/Courier:** When health information is transferred to another location, it is placed in a sealed envelope, marked as confidential, and directed to the attention of the authorized recipient.

## **10. Access to Your Personal Information**

At your written request we will inform you whether we hold personal information relating to you and if we do, we will let you know the purposes for which we used your personal information and the organizations or type of organizations to which we disclosed your personal information.

If your request is made in writing, and subject to applicable laws and the provisions of this policy, we are also able to provide you with access to your personal information that is in our possession. A fee sufficient to recover our costs may be levied for such access requests and you will have to provide information or documentation to verify your identity. We will inform you of the approximate cost before proceeding to respond to your request.

### **a) Can I be Denied Access to My Personal Information?**

Your rights to access your personal information are not absolute. Access can be denied for several different reasons, including:

- Pursuant to relevant legislation, when your referring health care practitioner has requested our laboratory services and has not authorized you to receive the results directly, **we will not release your laboratory results directly to you,** except in some exceptional circumstances. Please consult your health care practitioner directly to receive the results.
- If doing so would likely reveal information about another individual, unless the other individual's information is severable or the other individual third party has consented
- If doing so could reasonably be expected to threaten the life or security of another individual, unless the third party information is severable
- If the information is protected by solicitor-client privilege
- If doing so would reveal confidential commercial information
- If the denial of access is required or authorized by law.

If we deny your request for access to your personal information, we shall explain why.

## 11. Correcting Errors

If we hold personal information about you and you believe that it is not accurate, complete and up-to-date, you can request to have it amended. This applies to factual information and not to professional opinions we or other health care professionals may have formed. We will investigate and respond to your request. If we discover that that the information is not accurate, complete and up-to-date, we will take reasonable steps to correct it. We will also send any information that has been amended, where appropriate, to any third parties that have access to the information. If we refuse a request to correct information, we shall explain why and we will make a note of this in your file (and forward such note to anyone else who received the earlier information).

## 12. Changes to this Privacy Policy

It is our practice to review our policies and procedures from time to time and therefore we may amend our Privacy Policy in the future.

## 13. Requests for Access

If you have any questions or concerns, or wish to access your personal information, please contact our Chief Privacy Officer or the relevant Regional Privacy Officer at the addresses listed below.

Chief Privacy Officer	Brad Neufeld 115 Midair Court Brampton Ontario, L6T 5M3 Phone: 1-866-790-3515 neufeldb@gamma-dynacare.com
Regional Privacy Officer, Ottawa and Eastern Ontario	Chantal Simoneau 750 Peter Morand Crescent Ottawa, Ontario Phone: 1-613-729-0200 simoneauc@gamma-dynacare.com
Regional Privacy Officer, Toronto area Southern, Central and Northern Ontario	Gwen McKay 115 Midair Court Brampton Ontario, L6T 5M3 Phone: 1-866-790-3515 mckayg@gamma-dynacare.com
Regional Privacy Officer, London, Windsor and South-Western Ontario	Darren Reiniger 245 Pall Mall Street, London, Ontario Phone: 1-800-265-5946 vokeyt@gamma-dynacare.com

Regional Privacy Officer, Quebec	Nicole Ross 175 Stillview Rd, Suite 155 Pointe Claire, Quebec H9R 4S3 Phone: 1- 800- 697- 3831 Rossn@Gamma-Dynacare.com
Regional Privacy Officer Manitoba, Saskatchewan & Alberta	Lorelei Camphaug Phone: 1-800-661-9876 Camphaugl@Gamma-Dynacare.com

We take your concerns seriously and will do everything necessary to respond to you without undue delay. If you are not satisfied with our response, the contact information for the relevant Privacy Commissioner's are shown below:

Privacy Commissioner of Canada  
112 Kent Street,  
Ottawa Ontario, K1A 1H3  
1-800-282.1376

Information and Privacy Commissioner/Ontario  
2 Bloor Street East  
Suite 1400  
Toronto, Ontario  
M4W 1A8  
1-800-387-0073

Privacy Commissioner/Quebec  
575, rue Saint-Amable  
Bureau 1.10  
Quebec City, Quebec G1R 2G4  
(418) 528-7741

Manitoba Ombudsman  
750 - 500 Portage Avenue  
Winnipeg, MB R3C 3X1  
1-800-665-0531

Saskatchewan Information and Privacy Commissioner  
503 -1801 Hamilton Street  
Regina, Saskatchewan  
S4P 4B4  
1-877-748-2298

Office of the Information and Privacy Commissioner (Edmonton)  
410, 9925 - 109 Street  
Edmonton, Alberta  
T5K 2J8  
1-888-878-4044