

## **Privacy Policy**

Effective date: July 2020

### **Purpose of This Privacy Policy**

Protecting the privacy and confidentiality of client personal information is important to us. Nadia Addesi, Evolve & Bloom Inc. (herein referred to as "We" and "Our"), maintains a commitment to privacy in the handling of personal information provided by and about individuals and families. The terms of this Notice of Privacy Practices apply Nadia Addesi, Evolve & Bloom Inc., and its current or future affiliates, employees, and representatives. Please note that for the purposes of psychotherapy treatment, information below may relate to the personal health information of the child, parent/guardian, or other participating individual in Psychotherapy and/or Social Work services, including in-person and virtually

Our Privacy Policy attests to our commitment to privacy and demonstrates the ways we ensure that client privacy is protected. Our Privacy Policy applies to the personal health information of all our patients that is in our possession and control, and maintains compliance with the Ontario Personal Health Information and Protection Act (PHIPA).

### **What is Personal Health Information?**

Personal health information means identifying information about an individual relating to their physical or mental health (including medical history), the providing of health care to the individual, payments or eligibility for health care, organ and tissue donation and health number. Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

### **Why We Collect Information**

We ask you for information to establish a relationship and serve your needs. We obtain most of our information about you directly from you, and we may also gather information from other health practitioners whom you have seen and authorized to disclose to us. You are entitled to know how we use your information. We will limit the information we collect to what we need for the purposes of providing services, and we will use it only for those purposes. We will obtain your consent if we wish to use your information

### **Confidentiality**

We will obtain your consent prior to collecting any Personal Information. However, we may need to collect, use and disclose your personal information without your consent only in limited circumstances as permitted by law. Situations under which information may be released without your consent, include:

- It is believed the client or someone else is in imminent danger of serious physical harm
- A child under the age of 16 is at risk of or has been abused or neglected;
- A client has reported being abused or assaulted by a healthcare practitioner;
- We are subpoenaed or is otherwise served with a court order, summons, warrant or a similar requirement issued by a person who has jurisdiction to compel the production of information in a proceeding (such as a proceeding held in, before or

under the rules of a court, a tribunal, a commission, a justice of the peace, a coroner, a committee of a College within the meaning of the Regulated Health Professions Act, 1991, a committee of the Ontario College of Social Workers and Social Service Workers under the Social Work and Social Service Work Act, 1998 or an arbitrator) or it is otherwise permitted or required by law.

- If we are served with a warrant, summons, subpoena, order or similar requirement issued in a proceeding

### **Limiting Collection**

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the provision of your care

### **Limiting Use, Disclosure and Retention**

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope of the posted Privacy Statement. There are some types of disclosure of your personal health information that may occur as part of this Practice fulfilling its routine obligations and/or practice management. This includes consultants, supervisors, and clinical records holders for the Practice, on the understanding that they abide by our Privacy Policy, and only to the extent necessary to allow them to provide business services or support to this Practice. We will retain your information securely for the amount of time required, and then it will be destroyed.

### **Accuracy**

We endeavor to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

### **Protecting Your Information**

We protect your information with appropriate safeguards and security measures. The Practice maintains personal information mostly in electronic files. Electronic files are housed with Jane App, a secure online clinical records system that is PHIPA compliant. Access to personal information will be authorized only for the owner and any employees associated with the Practice, and other agents who require access in the performance of their duties, and to those otherwise authorized by law. We provide information to health care providers acting on your behalf, on the understanding that they are also bound by law and ethics to safeguard your privacy. Other organizations and agents must agree to abide by our Privacy Policy and may be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services. Our computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases. If you send us an e-mail message that includes personal information, such as your name included in the "address", we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive,

you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

If you have any additional questions or concerns about privacy, we invite you to contact us and we will address your concerns to the best of our ability

### **Breach of Privacy**

We will notify you in the event a breach occurs involving or potentially involving your unsecured health information.

### **Access and Correction**

With limited exceptions, we will give you access to the information we retain about you within a reasonable time, upon presentation of a written request and satisfactory identification. We may charge you a fee for this service and if so, we will give you notice in advance of processing your request.

### **Challenging Compliance**

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information. In most cases, an issue is resolved simply by telling us about it and discussing it. You can reach us at: Nadia Addesi (647) 234-5990, [info@evolveandbloom.com](mailto:info@evolveandbloom.com)

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner/Ontario. The Commissioner can be reached at: Information and Privacy Commissioner of Ontario, 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8 Telephone: 416-326-3333 • 1-800-387-0073 Fax: 416-325-9195 TTY: 416-325-7539 Website: [www.ipc.on.ca](http://www.ipc.on.ca)