



Live. Create. Inspire.

PAL OTTAWA PRIVACY POLICY

PAL Ottawa Supporting Cast provides assistance to members of the performing and other arts communities to enable such individuals to remain in their home surroundings for as long as possible in spite of health and/or mobility problems. In the furtherance of its mandate, PAL OSC provides information and referral service to connect clients with the local network of professional health services and community social agencies and services. PAL OSC is not a provider of health and social services to the public and is not mandated to act as a “health care custodian” in the meaning of the Ontario Personal Health Information Protection Act (PHIPA). .

PAL OSC is committed, nevertheless, to protect the privacy of your personal health information), regarding the collection, use and disclosure of personal and personal health information based on the requirements of the Ontario Personal Health Information Protection Act. (PHIPA). This information would include information such as your name, address, gender and age in addition to your health information.

Our Privacy Principles

PAL Ottawa Supporting Cast believes in the basic right of individuals to their privacy. We use the ten Canadian Standards Association accepted privacy principles to guide us in safeguarding personal and personal health information.

1. **Accountability:** PAL Ottawa Supporting Cast has assigned an individual as our Privacy Officer and has privacy policies and procedures in place.
2. **Identifying Purposes:** PAL Ottawa Supporting Cast ensures that individuals know the purpose for which personal information is required prior to collection, use or disclosure of the information. The purpose of collecting your general personal health information is to:
 - Facilitate the determination of your needs and to assist you to coordinate the services that can be provided to you
 - Directly or indirectly connect you with health and related social services
 - Comply with legal and regulatory requirements

In order to provide you with services, Pal OSC may disclose your personal or general personal health information with the following entities for the purposes stated above:

- Authorized staff

- Health care organizations, physicians and healthcare professionals involved in your care
 - Emergency services working in an emergency or for planning with your consent
3. **Consent:** Knowledgeable written consent is obtained prior to the collection, use or disclosure of information.
 4. **Limiting Use, Disclosure and Retention:** Personal and personal health information is not used or disclosed other than for those purposes for which it was collected, without the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the purpose.
 5. **Accuracy:** PAL OSC will ensure that personal and general personal health information is as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. Individuals have the right to request that inaccurate information be corrected.
 6. **Safeguards:** Appropriate security controls for technology and staff are in place and maintained to ensure there is no unauthorized use or disclosure of personal health information.
 7. **Openness:** PAL OSC will readily make available to individuals the policies and procedures that support our commitment to privacy.
 8. **Individual Access:** PAL OSC has a process for individuals, upon request, to access their personal health information, and to challenge its accuracy.
 9. **Requests for Release of Information**
All requests for release of client information should be made directly to the coordinator of PAL Ottawa Supporting Cast.

Please note: PAL Ottawa Supporting Cast is not a health information custodian and therefore does not provide personal health information to third parties. All requests for release of client information should be made directly to PAL Ottawa Supporting Cast coordinator.

10. Correspondence

If you correspond with us via e-mail, the postal service, or other form of communication, we may retain such correspondence and the information contained therein and uses such to respond to your inquiry. Importantly, e-mail and postal address information is never sold, given, or otherwise disclosed to third parties except as set forth herein or in accordance with applicable laws.

Please do not send personal information or personal health information by e-mail to the PAL OSC. Generally, PAL OSC does not communicate with clients by e-mail due to the lack of security.

Helpful Links

Personal Information Protection and Electronics Act

<http://www.privacysense.net/10-privacy-principles-of-pipeda/>

Ontario Personal Health Information Protection Act

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_04p03_e.htm