



Janet Walker

OSTEOPATHY

Privacy Policy

Janet Walker Osteopathy is committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. We try to be open and transparent about how we handle personal information. This document describes our privacy policies.

Accountability

Janet Walker Osteopathy is responsible for maintaining and protecting all information collected by the clinic. Janet Walker is the Privacy Officer of Janet Walker Osteopathy and will address any of your inquiries.

Limited and Accurate Collection of Information

Janet Walker Osteopathy limits the collection of personal information to that which is necessary for the provision of quality health care. This information is accurately maintained in its most current form in order to fulfill the purposes for which it was collected.

Clinic Information: Information collected includes but is not limited to personal contact information, health history, verbal information pertinent to treatment, and transfer of information to or from other medical health professionals. This information is collected to ensure delivery of safe and effective care, proper communication with yourself and other healthcare providers, and ensure proper and legal documentation.

Online Information: Information collected via the website and online booking system is limited to what I need to provide you with the best possible service available. It will not be sold or rented to any individual, group, corporation or agency. The site provider protects your information with appropriate safeguards and security measures. I retain your information only for the time it is required for the stated purposes, and I am the only person who processes and has access to your online information.

Protection of Information: Collection and storage of all information comply with the requirements of the Personal Information Protection and Electronic Documents Act (PIPEDA).

Consent

A decision to receive care at Janet Walker Osteopathy implies consent for the sharing of information for purposes related to your health care only. Written consent is required from you in order to share your health care information externally. You may withdraw this consent at any time. Please read and sign the privacy policy and consent included with the health history forms.

Disclosure and Retention

Patient information is kept in a secure manner for a period of 10 years.

Release of your information occurs only when I have your consent, when it is required to deliver a requested service to you, or when I am required or permitted to do so by law. Your personal information will never be provided to anyone outside the clinic for marketing purposes

Information Storage

Appropriate security measures are utilized to secure the privacy of all information collected in the delivery of your health care services.

Patient Access

You are entitled to view the information collected by Janet Walker Osteopathy regarding yourself. You may obtain a copy of your records. There may be a fee for this service.

Questions?

If you would like further information, please contact Janet Walker at Janet Walker Osteopathy:

Phone: 416 786 2498

Email: janet@torontoosteopathy.com

Website: www.torontoosteopathy.com

If you have a formal complaint to make concerning the privacy practices of Janet Walker Osteopathy, please contact Janet Walker in writing. The address of the clinic is:
358 Dufferin Street, Suite 102, Toronto, ON M6K 1Z8.

We will respond to your concerns promptly.

If we are unable to resolve your complaint or concern after discussing the issue, you have the right to make a formal complaint to the Privacy Commissioner of Ontario. Formal complaints must be made within one year of the matter about which you are concerned. Their office can be reached at:

Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Phone: 416 326 3333 or 1 800 3870073

Fax: 416 325 9195

TTY: 416 325 7539

Email: info@ipc.on.ca

Website: www.ipc.on.ca