



## **This brochure will help you better understand:**

What is personal health information

Why we collect your personal health information

How we use it

How we share it and why

How we protect your personal health information

What are your rights in regards to your personal health information

Who you can contact for more information

## Important Information for Clients

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- How we share it and why
- How we protect your personal health information
- What are your rights in regards to your personal health information
- Who you can contact for more information

## Personal Health Information Protection Act (PHIPA)

LOFT Community Services is required by law to keep a record of your care while you are receiving services from us. PHIPA is the law of Ontario that sets out rules for the collection, use and disclosure of personal health information.

## What health information is collected?

We collect personal health information about you either directly from you or from the person acting on your behalf. The information we collect may include your name, date of birth, address, health history including medications, records of your visits and the care that you received. We will ask for your consent to receive and collect information about you from other health service providers.

## Why is my health information used?

### **We use your personal health information to:**

- Provide health services to you
- Make our services better
- Support our students' learning activities

## How is your privacy protected?

**We pledge to you that we will protect your personal health information by:**

- Taking reasonable steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal
- Taking reasonable steps to store all physical and electronic documents containing health information in a secured manner
- Conducting audits and complete investigations to monitor and manage our privacy compliance
- Ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to

## Who is my health information shared with?

**We may share your health information with:**

- Persons you choose to share with
- Other health care providers who are caring for you
- First responders when an emergency occurs

## What are my rights with respect to health information?

- You have a right to review your health record with your health care provider
- You have a right to receive a copy of your health record
- You have a right to correct factual information in your personal health record (e.g. DOB, address)
- You have a right to withdraw your consent (subject to certain legal exceptions)



## QUESTIONS, CONCERNS OR INFORMATION

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**For general inquiries and any further questions regarding your personal health information, please contact:**

LOFT Community Services Privacy Officer  
Negin Zebarjad  
at [privacy@loftcs.org](mailto:privacy@loftcs.org)

**Do you have a question or concern we did not answer?**

**Get more information about your privacy from:**

Information and Privacy Commissioner

[info@ipc.on.ca](mailto:info@ipc.on.ca)

Phone: 416.326.3333

Toll Free: 1.800.387.0073

TDD/TTY: 416.325.7539

Fax: 416.325.9195